March Networks

Evidence Vault

USER GUIDE

MARCH® networks
A Delta Group Company

Software release 6.7.2

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Contents

Chapter 1: Welcome to the Evidence Vault 5

Overview **6**
Default User Groups **7**
Accessing the Evidence Vault **8**
Accessing the Evidence Vault — Default Login 8
Accessing the Evidence Vault — through Command Client 9
Accessing the Evidence Vault — through Web Client 10
Accessing Help Information **12**
Accessing Version and Support Information 12
Accessing the User Guide and other documentation 13
Exporting Logs 14
Downloading Command Player 14
Checking Basic Account Information **15**
Changing your Account Password **16**

Chapter 2: User Interface 17

User Interface Overview **18**
Navigation Buttons **19**
Evidence Vault Main Page **20**
Evidence Vault Main Page - External User View 22
File Details Panel **23**
File Details Panel - External User View 25
Activity Panel **26**
Defining Table Columns and Table Settings **27**
Defining and Reordering Table Columns 27
Refreshing Table Content 29
Configuring Settings for Tables 30
Searching Tables using Column Filters **32**
Sorting Table Columns **33**
Pinning Table Columns **34**

Chapter 3: Managing Evidence Files 35

Uploading Evidence Files **36**
Downloading Evidence Files **39**
Previewing Evidence Files **41**
Creating Folders in the Evidence Vault **45**
Sharing Files and Folders **47**

Setting an Expiry Date for Sharing **51**
Stop Sharing Files or Folders **54**
Removing Your Access to Shared Files or Folders **57**
Renaming Files or Folders **59**
Moving Files into Folders **60**
Adding Tags to a File or Folder **62**
Adding Notes to a File or Folder **64**
Deleting Files or Folders **65**

Chapter 4: Managing Users 67

Viewing Users **68**
Viewing User Groups **70**
Available Permissions **71**
External Permissions 72
File Management Permissions 72
User Management Permissions 73
User Group Management Permissions 74
Default User Groups **75**
Searching for Users or User Groups **76**
Creating Users **77**
Editing Users **79**
Disabling and Activating Users **81**
Deleting Users **82**
Creating Custom User Groups **84**
Changing the User Group Assigned to a User **88**
Editing Custom User Groups **90**
Deleting Custom User Groups **92**

Chapter 5: Quick Reference: User Activities & Default User Groups 93

General Activities **94**
User Management Activities **94**
File Management Activities **95**

Chapter 1

Welcome to the Evidence Vault

The March Networks® Evidence Vault is a cloud-based application that allows you to store and share evidence in a central location while monitoring and controlling access.

Users can upload and download video and image files to the cloud, accessed through the Evidence Vault web interface.

This chapter contains the following topics:

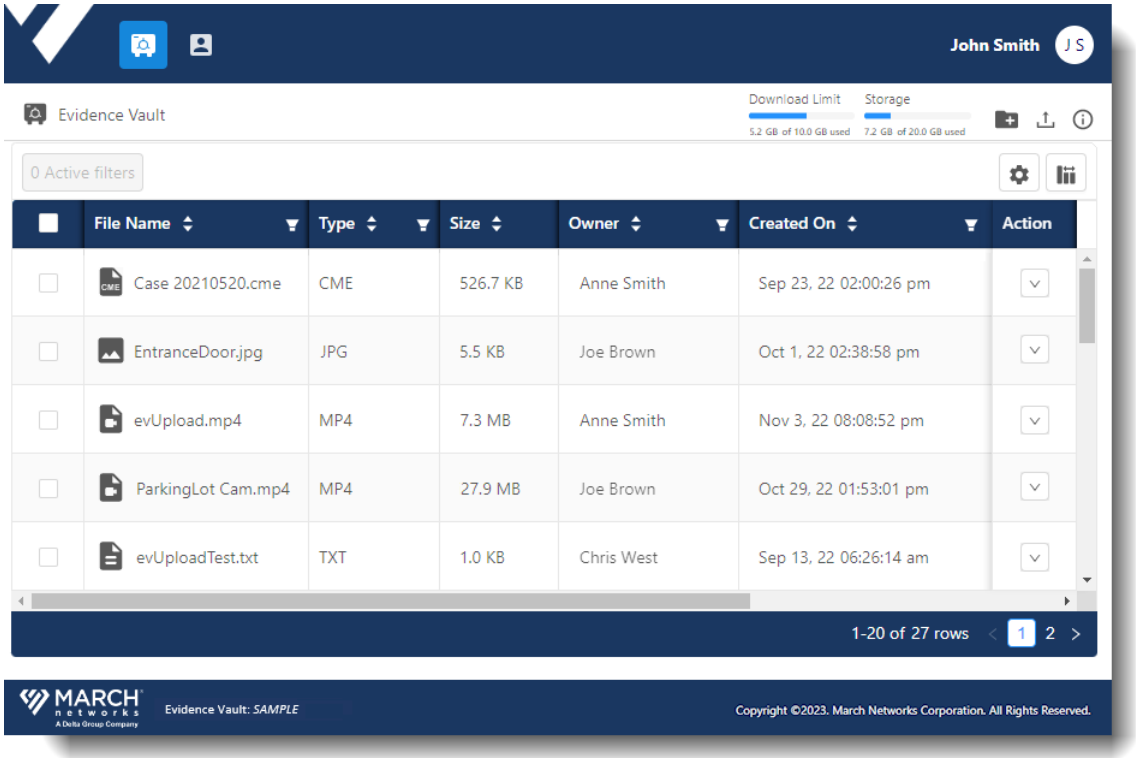
- "Overview" on page 6
- "Default User Groups" on page 7
- "Accessing the Evidence Vault" on page 8
- "Accessing Help Information" on page 12
- "Checking Basic Account Information" on page 15
- "Changing your Account Password" on page 16

Overview

Using the Evidence Vault, investigator users can easily save video and images to share with external users such as law enforcement officers or insurance operatives. External users can log in to the Evidence Vault through an Internet browser and are able to access only the specific video and/or images intended for them.

If you have the Command Client application, you can save video and images directly from Command Client into the Evidence Vault.

This guide describes how to use the Evidence Vault interface.



Other Available Publications

Additional Command Solution publications are available in PDF from the March Networks Partner Portal website. If you do not have access to the Partner Portal, contact your March Networks representative.

You can find the following related documents:

- *Command Enterprise and Client User Guide*
- *Command Client Quick Start Guide*
- *Command Player User Guide*

Evidence Vault Requirements

Google Chrome is the preferred web browser for the Evidence Vault. The Mozilla Firefox web browser, the Safari web browser, and the Chromium-based Microsoft Edge web browser are alternatives.

The browser must be running the latest available software version.

Default User Groups

There are three default user groups for the Evidence Vault, with different permissions: External User, Case Investigator, and Evidence Vault Admin. When users are assigned to a group they inherit the permissions of the group.

You can also create custom user groups, and assign your own mix of permissions to suit your organization's needs. For more information on users and user groups, see "Managing Users" on page 67.

Each user is assigned to one user group (default or custom) that defines their permissions in the Evidence Vault. A user cannot be assigned to multiple user groups.

External User:

- View files shared with them.
- Preview available video or image files.
- Download available files from the Evidence Vault.
- Non-essential information such as the download limit, storage capacity, some file details and file activity are hidden from the External user (for details, see "External Permissions" on page 72).
- Cannot view users or user groups.

Case Investigator:

- View their own files and files shared with them.
- Preview available video or image files.
- Download available files from the Evidence Vault.
- Add (upload) files to the Evidence Vault.
- Update their own files: rename, set expiry dates, add tags, add notes, move.
- Delete their own files (and folders, if empty).
- Share their own files with users or user groups in the Evidence Vault, or with new users.
- View the activity for their own files (such as when the file was shared).
- View users and user groups.

Evidence Vault Admin:

- All file management permissions for all files (their own files and files owned by other users): view, preview, download, add, update, delete, share (with new or existing users).
- All user management permissions for users and user groups: view, add, update, delete.
- Evidence Vault Admin users also have some exclusive permissions, not granted to any other user group:
    - Add, update, and delete other users in the Evidence Vault Admin user group.
    - Edit the email addresses of other users.
    - Activate and disable other users.

Accessing the Evidence Vault

You can access the Evidence Vault by typing your assigned link in the address bar of your Internet web browser.

Google Chrome is the preferred web browser for the Evidence Vault. The browser must be running the latest available software version.

You can also access the Evidence Vault through other applications: Command Client and the Web Client.

The following procedures describe the different ways to access the Evidence Vault:

- "Accessing the Evidence Vault — Default Login" on page 8
- "Accessing the Evidence Vault — through Command Client" on page 9
- "Accessing the Evidence Vault — through Web Client" on page 10

Accessing the Evidence Vault — Default Login

You can access the Evidence Vault with your Evidence Vault user name and password, created when your account was activated.

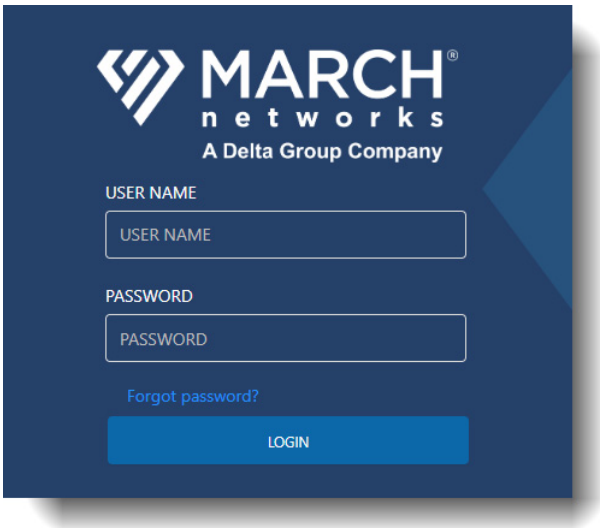
To access the Evidence Vault with the default login

1 In the Address bar of a Web browser, enter the link provided to you for the Evidence Vault:

https://Tenant.marchnetworks.cloud/p/web/evidence-vault

Important: This link is just an example, the link is specific to your organization.

The Login page appears.



2 Enter your Evidence Vault user name and password and select **Login**.

The Evidence Vault interface appears.

Accessing the Evidence Vault — through Command Client

If you have access to the Command Client application (release 2.11 and higher), you can also access an Evidence Vault through the Command Client interface. This allows you to export files directly to the Evidence Vault and share the files without leaving the Command Client interface.

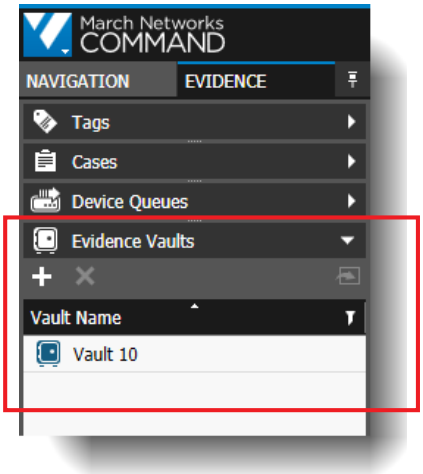
The same functionality is available from the Evidence Vault whether you access it through Command Client or a web browser (functionality depends on your user rights).

For more information about access through Command Client, see the *Command Enterprise and Client User Guide*.

To access the Evidence Vault through Command Client

Note: You require the **Evidence Vault Access** user right to view and use Evidence Vaults in Command Client (release 2.11 and higher).

1 Log into the Command Client interface and open the **Evidence Panel** to view the list of Evidence Vaults.

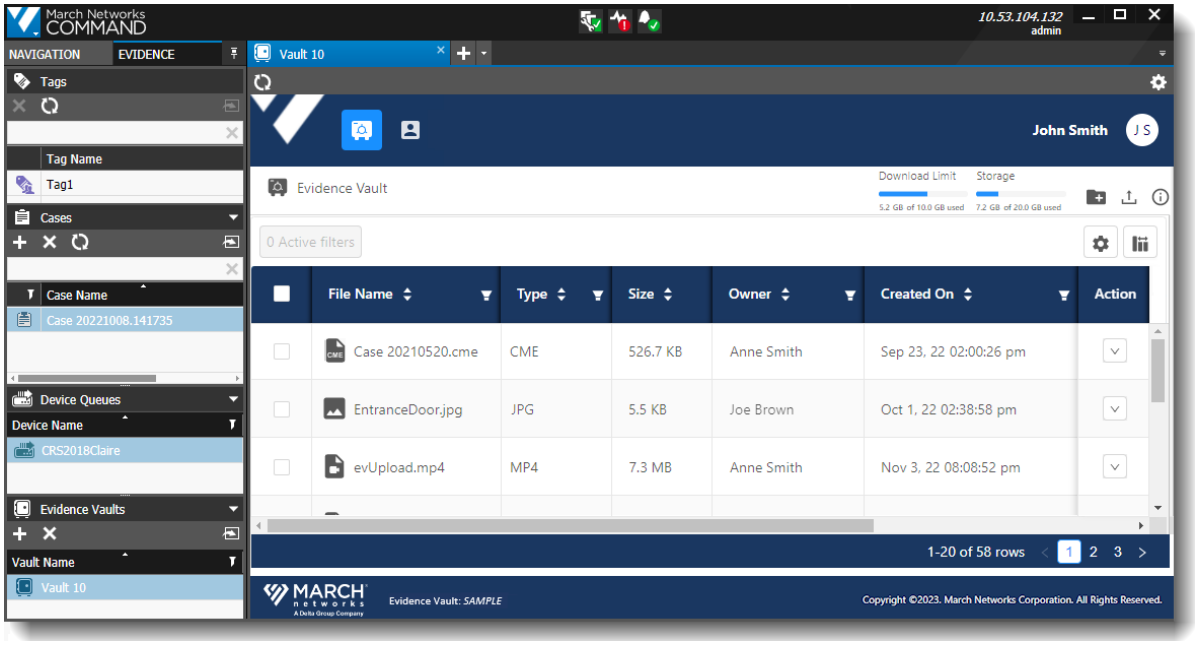


Evidence Vaults

Note: If there are no available Evidence Vaults in the list, you can add one, as described in the *Command Enterprise and Client User Guide*.

2 Double-click the name of the Evidence Vault you want to open.

The vault opens in the Command Client workspace.



Accessing the Evidence Vault — through Web Client

If you have access to the Web Client application (release 6.7 and higher), you can also access an Evidence Vault through the Web Client interface. This allows you to view your files stored in the Evidence Vault and share the files without leaving the Web Client interface.

The same functionality is available from the Evidence Vault whether you access it through Web Client or directly (functionality depends on your user rights).

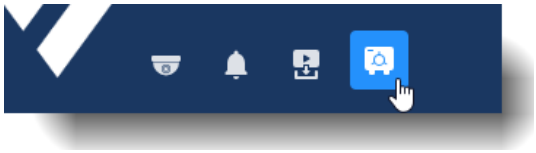
For more information about access through Web Client, see the *Web Client User Guide*.

To access the Evidence Vault through Web Client

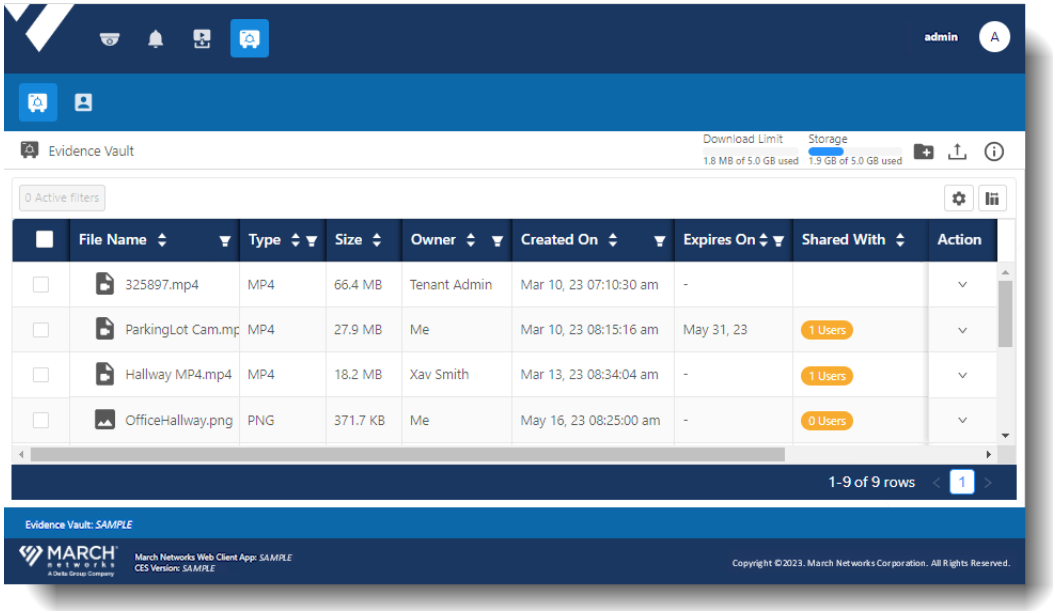
Note: You require the **Evidence Vault Access** user right (in Command Client) to view and use Evidence Vaults in Web Client. The Evidence Vault must be added to Command Client before you

can access it in the Web Client. For more information on adding an Evidence Vault to Command Client, see the *Command Enterprise and Client User Guide*.

1 From the navigation buttons at the top left of the Web Client interface, select the **Evidence Vault** button.



The Evidence Vault opens in the Web Client.



Accessing Help Information

From the Help menu, you can:

- View information about the version of your software and technical support options.
- Access the User Guide and other documentation.
- Export logs, so that you can provide them to March Networks Technical Support for troubleshooting.
- Download the Command Player, a tool that allows you to authenticate and play back recorded video evidence exported from Command Client in the proprietary Command Multimedia Evidence (.cme) file format.

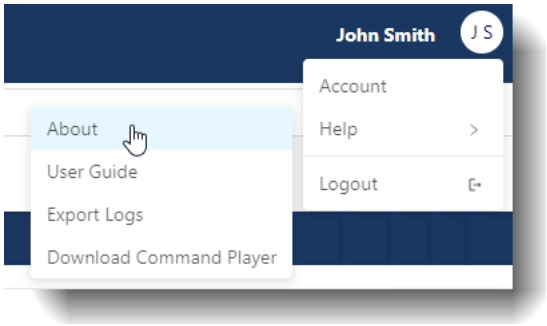
Accessing Version and Support Information

View information about the version of your software and technical support options.

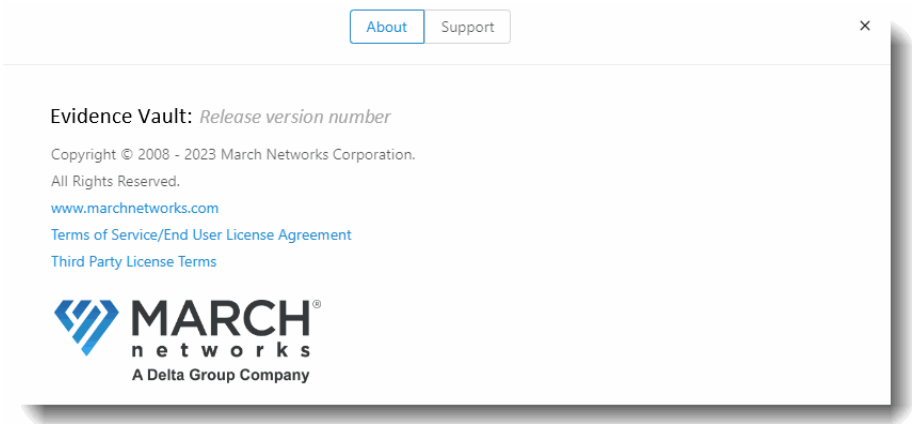
To access version and support information

1 Select your user name icon (for example:) at the top right of the application to open the menu.

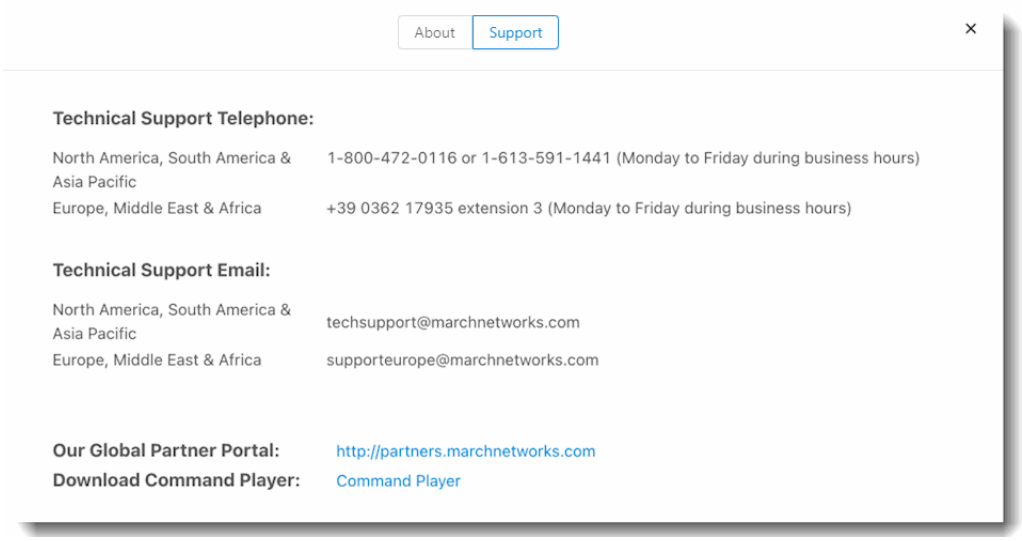
2 Select **Help > About**.



The **About** window opens, with the version details for your software.



3 Select the **Support** tab to view technical support options.



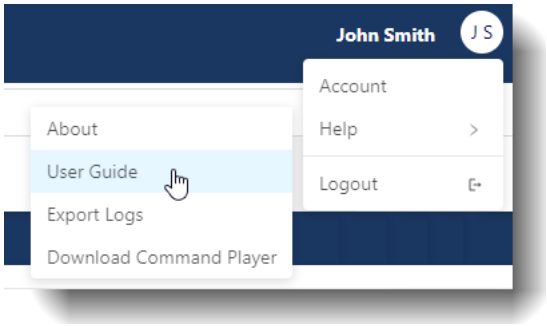
Accessing the User Guide and other documentation

Access the March Networks Resource Center web page to view this User Guide and other available documentation.

To access the user guide

1 Select your user name icon (for example:) at the top right of the application to open the menu.

2 Select **Help > User Guide**.



The March Networks **Resource Center** web page opens in a new tab, with the Evidence Vault user guides available to view.

Note: You can also search for additional documentation in the Resource Center.

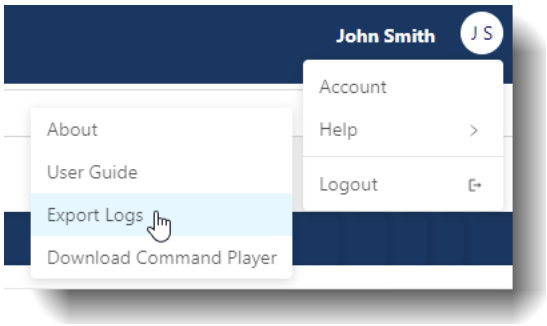
Exporting Logs

Export logs, so that you can provide them to March Networks Technical Support for troubleshooting.

To export the logs

1 Select your user name icon (for example:) at the top right of the application to open the menu.

2 Select **Help > Export Logs**.



A **Save As** dialog appears.

3 Browse to the location you want to save the log file and select **Save**.

The Web Client saves the log file so that it is available for analysis.

After you save the log file, you can provide it to the March Networks Technical Support team to troubleshoot your Evidence Vault.

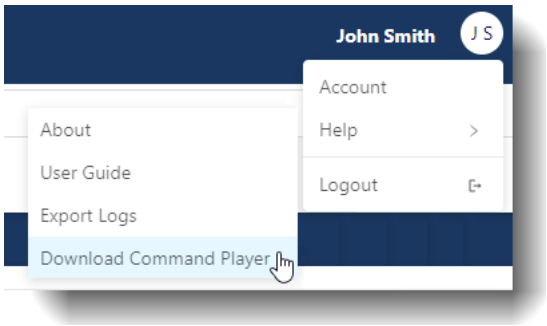
Downloading Command Player

Download the Command Player, a tool that allows you to authenticate and play back recorded video evidence exported from Command Client in the proprietary Command Multimedia Evidence (.cme) file format.

To download the Command Player

1 Select your user name icon (for example:) at the top right of the application to open the menu.

2 Select **Help > Download Command Player**.



The March Networks Resource Center web page opens in a new tab, with the Command Player software available to run and/or install.

Checking Basic Account Information

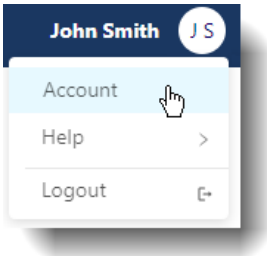
You can check your basic account information for the Evidence Vault application.

Any user can edit their first name and last name.

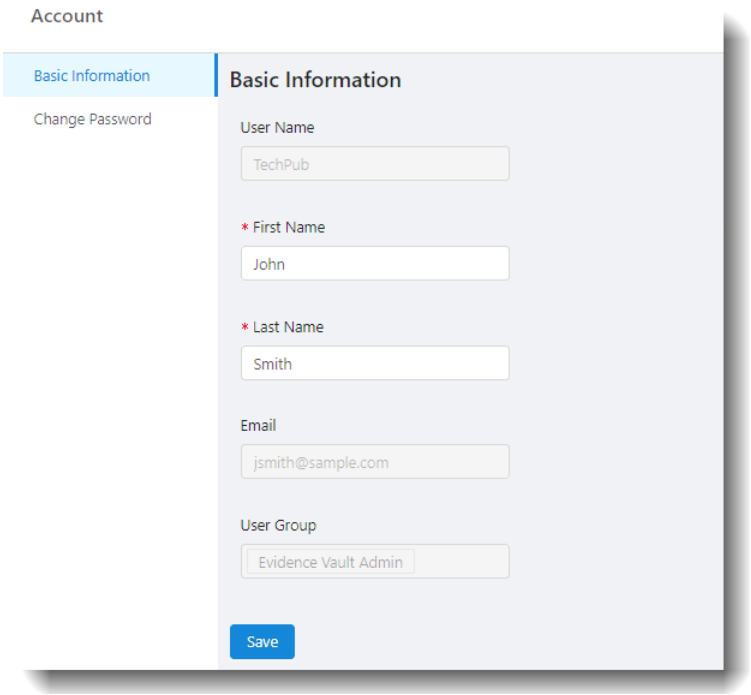
To check your basic account information

1 Select your user name icon (for example:

) at the top right of the Evidence Vault to open the menu, then select **Account**.



The **Account** page opens, with your **Basic Information**.



2 If desired, you can edit your **First Name** and **Last Name**.

The **User Name**, **Email**, and **User Group** are not editable here.

User Group shows which user group you are assigned to.

An Evidence Vault Admin user can edit all the account information in the User Management pages, except the User Name (see "Managing Users" on page 67).

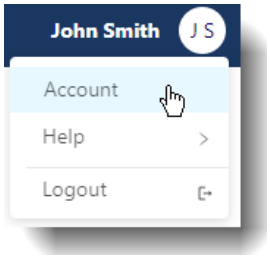
3 If you have changed any information, select **Save**.

Changing your Account Password

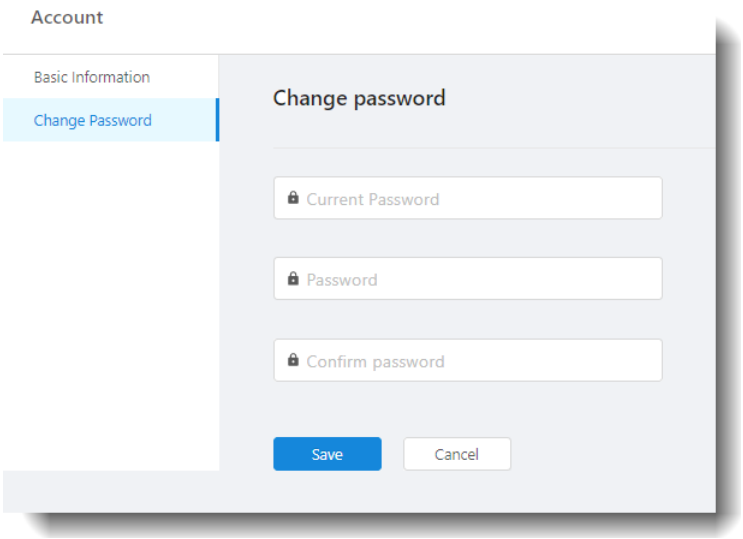
Any Evidence Vault user can change their password.

To change your password

1 Select your user name icon (for example:) at the top right of the application to open the menu, then select **Account**.



When the **Account** page opens, select **Change Password**.



2 Enter your current password, then enter and re-enter the new password you want to change to.

3 Select **Save**.

The next time you log in to the Evidence Vault, you must enter your new password.

Chapter 2

User Interface

This chapter describes the user interface of the Evidence Vault.

Note: Your user group and associated permissions affects your view of the Evidence Vault: you may not have access to all user interface features.

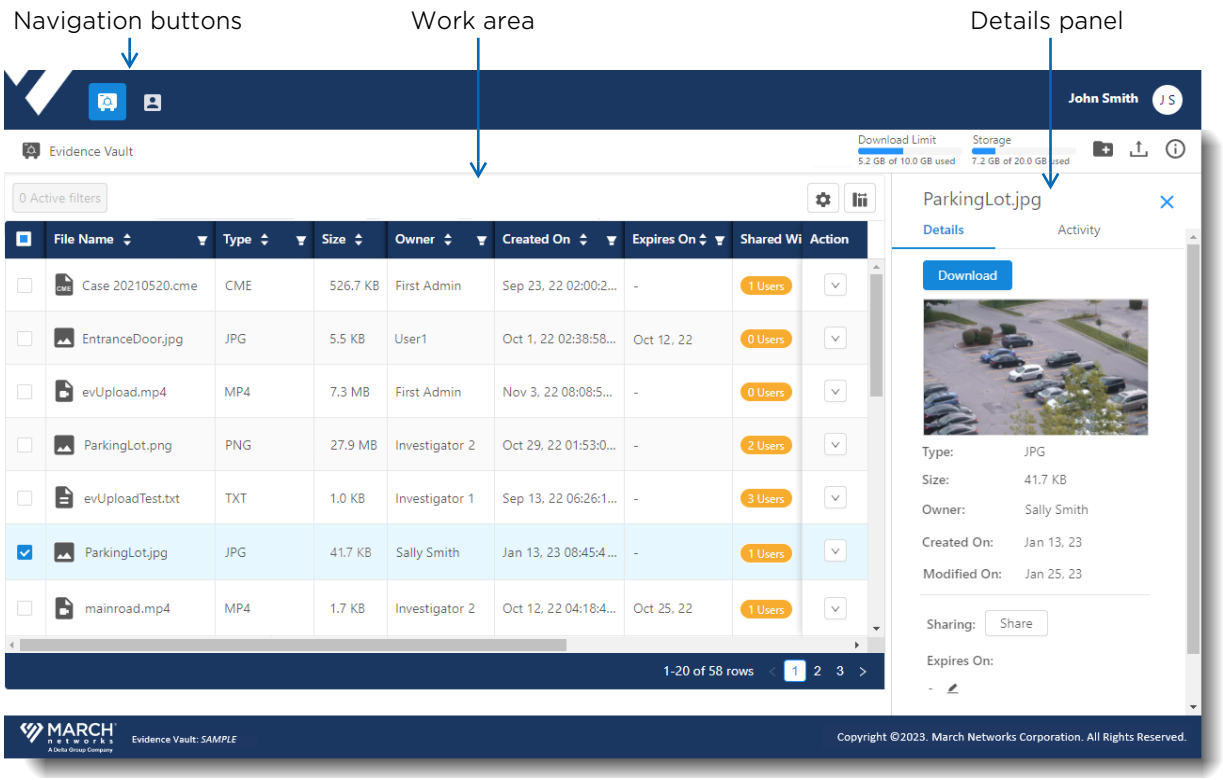
This chapter contains the following topics:

- "User Interface Overview" on page 18
- "Navigation Buttons" on page 19
- "Evidence Vault Main Page" on page 20
- "File Details Panel" on page 23
- "Activity Panel" on page 26
- "Defining Table Columns and Table Settings" on page 27
- "Searching Tables using Column Filters" on page 32
- "Sorting Table Columns" on page 33
- "Pinning Table Columns" on page 34

User Interface Overview

The following illustration shows the Evidence Vault user interface.

Note: The interface below contains all available buttons and functionality. Depending on your user group and associated permissions, you may not see all the buttons and functionality shown here.



The Evidence Vault provides an interface that is divided into graphical areas.

- **Navigation buttons** — Located at the top left, access the pages for **Evidence Vault** files or for **User Management** (users and user groups).
- **Work Area** — This is where you view and perform actions on the list of evidence files (video or snapshot files) or the list of users.
- **Details panel** — Located at the right, the **Details** panel shows information about the selected file and can be opened or closed by selecting the **View Details** ⓘ button.

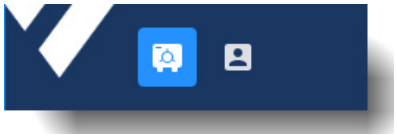
  At the top right of the window, above the Details panel, are displayed the:

  - **Download Limit**: the amount of files you can download (transfer) from the Evidence Vault per month. For example, your limit might be 600 GB per month.
  - **Storage**: the amount of storage currently used in the Evidence Vault is displayed. For example, your limit might be 1.5 TB of files that you can upload and store in the Evidence Vault.

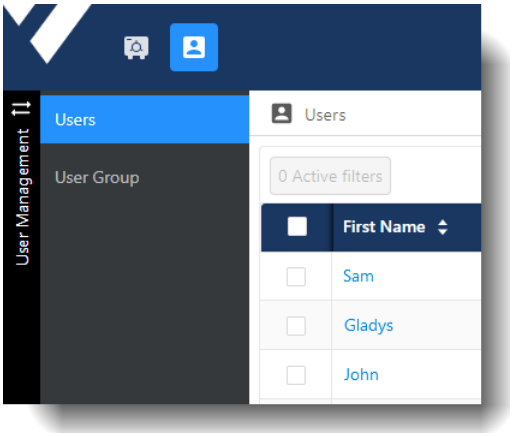
  If applicable, an **Activity** tab is also available, which contains an audit list of dates and times when activities are performed on the file (such as when the file is shared, when it is downloaded, when an expiry date is set on it).

Navigation Buttons

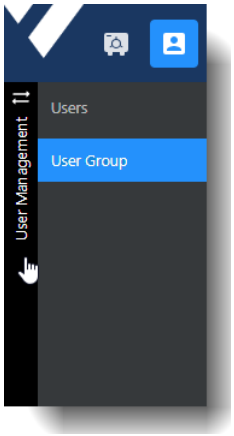
The navigation buttons are positioned at the top left. Use them to navigate to the **Evidence Vault** to see the available evidence files (All Files), or to **User Management**, to view available users and user groups.



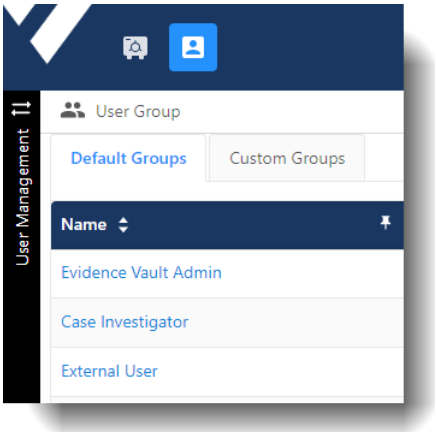
When you select User Management, a user management panel opens to allow navigation between Users and User Group. You can click the black User Management bar to expand or minimize the panel.



Expanded Panel (showing Users)



Click black bar to close the panel



Minimized Panel (showing User Groups)

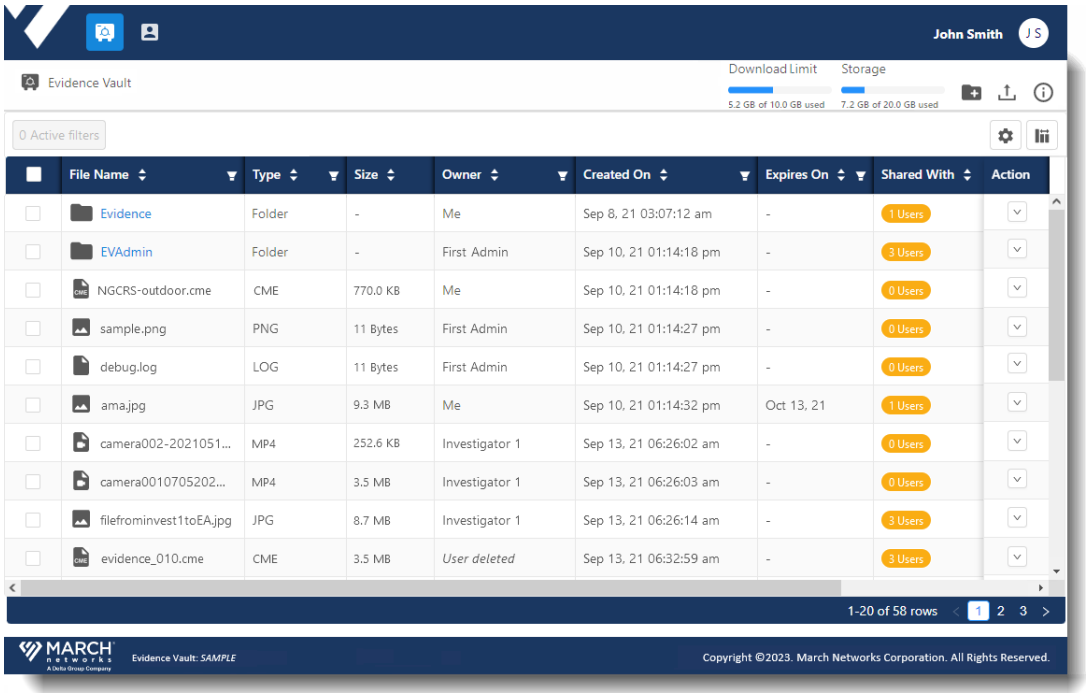
Evidence Vault Main Page

The **Evidence Vault** main page lists all the available evidence files. The evidence files can be video files (CME, MP4) or snapshot files (JPG, PNG). From this page, a user with the appropriate permissions can upload, share, download, and/or delete evidence files. Users can also view information about the files available to them.

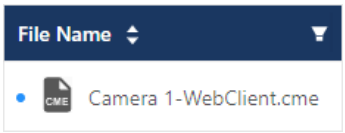
There may also be folders, used to organize the evidence files. If you have the File Management > Add permission, you can add your own files and folders, as described in "Uploading Evidence Files" on page 36 and "Creating Folders in the Evidence Vault" on page 45.

You can increase or decrease the number of files displayed per page, if desired.

Note: A user in a group with the **External** permissions check box selected has a slightly different view of the Evidence Vault page, as described in "Evidence Vault Main Page - External User View" on page 22.



The following information is available on the Evidence Vault page (some information and options depend upon your permissions).

Information	Description
File Name	The name of the evidence file or folder. **Note:** A blue dot beside the file name icon indicates that the file or folder is new - it was recently added to the Evidence Vault. The blue dot disappears when you select the file or folder in the table or open the details panel for the file or folder. 

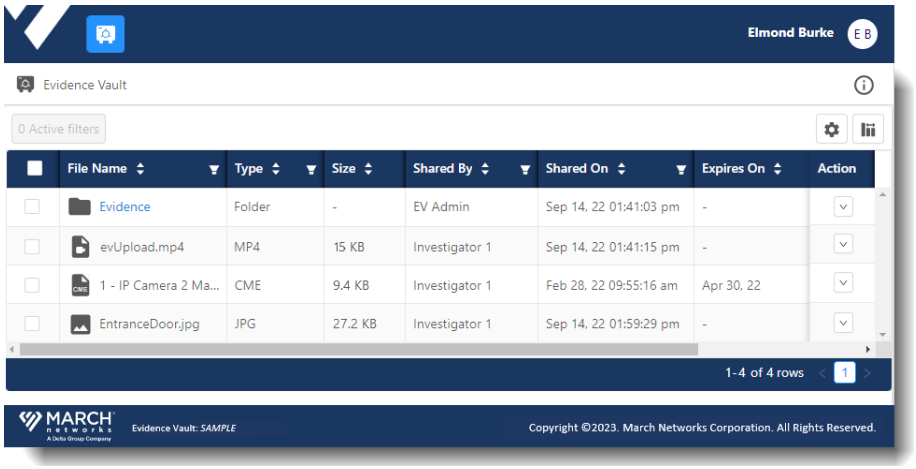
Information	Description
Type	The format of the evidence file or folder. For example: • Video: CME (Command Multimedia Evidence), MP4 • Snapshot: JPG, PNG, GIF • Folder
Size	The size of the evidence file. Not applicable to folders.
Owner	The name of the user that uploaded the file or created the folder. **Note:** This column not available to users in a group with the External permissions check box selected.
Created On	The date and time when the file or folder was uploaded or created. **Note:** This column not available to users in a group with the External permissions check box selected.
Expires On	The date when the sharing of the file or folder expires, if applicable. The file or folder is automatically removed from the list of any users it is shared with when the sharing time period expires (not applicable to users in the Evidence Vault Admin default group, who can view all files anyway). A user with the correct permissions can set the date for the sharing of a file or folder to expire.
Shared With	The number of users that this file or folder is currently shared with. **Note:** This column not available to users in a group with the External permissions check box selected.
Tags	Displays any tags added to the file or folder.
Modified On	The date when the file or folder was last modified.
Action	The available actions for each file or folder, selectable from a menu. Your user permissions and the type of file/folder dictate which actions are available. Possible actions available for files and folders, from this menu: • **Download** - download a file • **Rename** - rename a file or folder • **Move To** - move a file or folder to another folder • **Share** - share a file or folder with other users • **Delete** - delete a file or folder • **Stop Sharing** - stop sharing your file or folder with other users • **Remove Sharing** - remove yourself from shared access to another user's file or folder **Note:** The above actions are also available from the **Bulk Action** menu, for multiple items.

Evidence Vault Main Page - External User View

A user in a group with the **External** permissions check box selected has a slightly different view of the Evidence Vault page.

External Users do not see the **Owner**, **Created On**, or **Shared With** columns. Instead they see the **Shared By** and **Shared On** columns, described in the table below.

Note: See “External Permissions” on page 72 for more information on the External permissions check box.

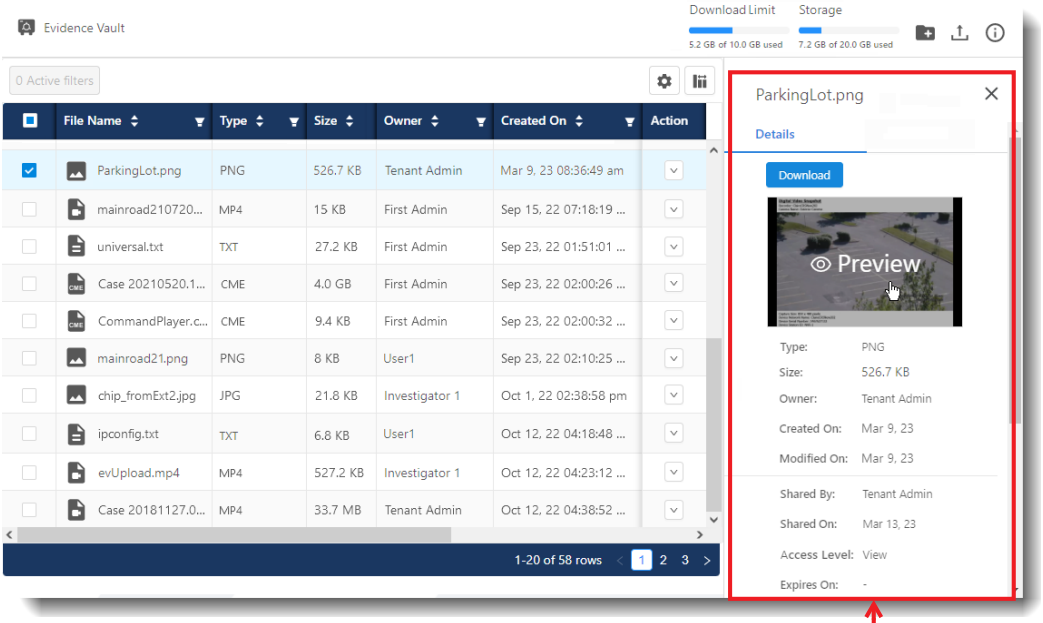


Information	Description
Shared By	The name of the user that shared the file or folder, if applicable. Does not display anything for files owned by an External User.
Shared On	The date when the file or folder was shared, if applicable. Does not display anything for files owned by an External User.

File Details Panel

You can use the Details panel on the Evidence Vault main page to view more information about a selected evidence file or folder, and to set an expiry date for the sharing of that file or folder.

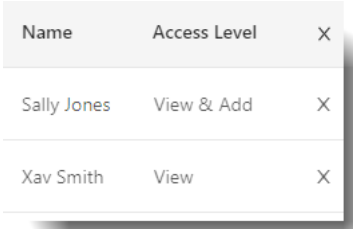
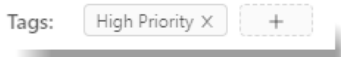
Note: A user in a group with the **External** permissions check box selected sees less information, as described in "File Details Panel - External User View" on page 25.



Details panel for a file

The name of the selected file or folder appears at the top of the Details panel, and the following information/functionality is available.

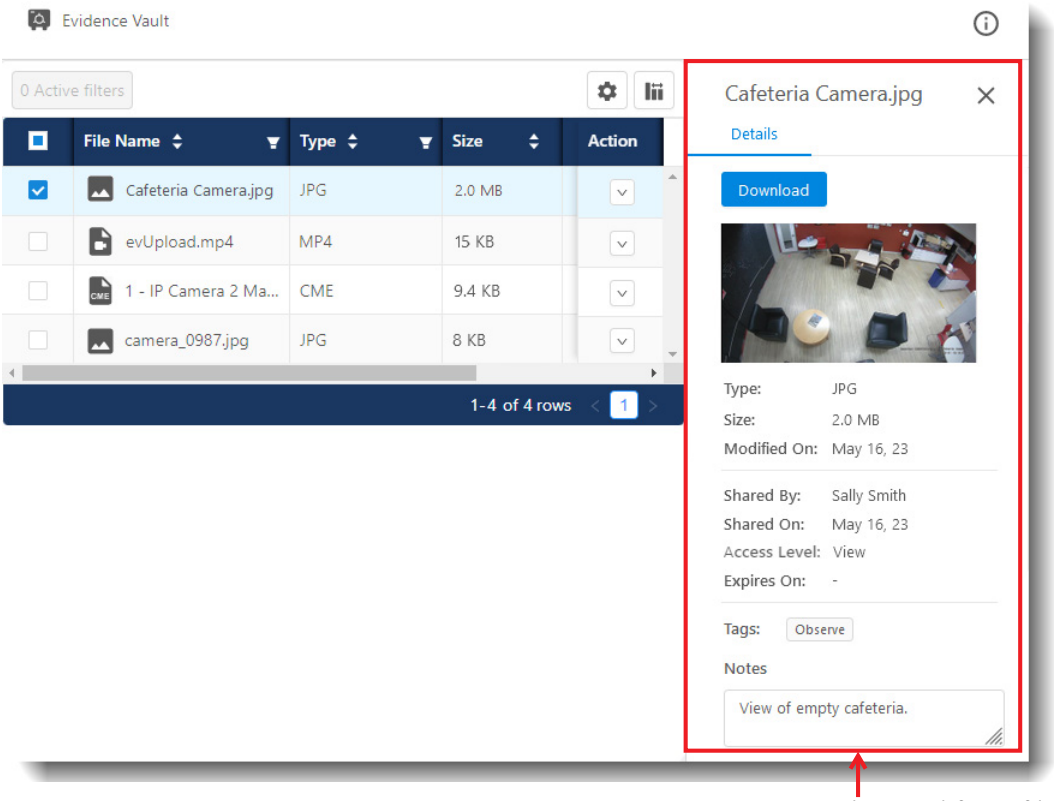
Information	Description
Download	Select this button to download the file. Not applicable to folders.
Preview	Hover your mouse over the thumbnail view of the file (if available) and select to preview the image or video. See "Previewing Evidence Files" on page 41. Not applicable to folders.
Type	The type of evidence file or folder (for example: JPG, PNG, CME, MP4, Folder).
Size	The size of the evidence file. Not applicable to folders.
Owner	The name of the user that uploaded the file or folder. **Note:** This info not available to users in a group with the External permissions check box selected.
Created On	The date when the file or folder was uploaded. **Note:** This info not available to users in a group with the External permissions check box selected.

Information	Description
Modified On	The date when the file or folder was last modified.
Shared By	This information only appears for a file or folder that is not your own and has been shared with you (not applicable to Evidence Vault Admin users). It shows the name of the user that shared the file.
Shared On	This information only appears for a file or folder that is not your own and has been shared with you (not applicable to Evidence Vault Admin users). It shows the date that the file or folder was shared.
Access Level	This information only appears for a file or folder that is not your own and has been shared with you (not applicable to Evidence Vault Admin users). The access level for the file or folder: **View** or **View & Add**. For more information on access levels, see "Sharing Files and Folders" on page 47.
Sharing	The **Share** button appears in this section if you have permission to share the file or folder with other users. An Evidence Vault Admin user always sees this button. For more information on the Share button, see "Sharing Files and Folders" on page 47. **Note:** This button not available to users in a group with the External permissions check box selected.
Expires On	If applicable, the date when the sharing of the evidence file or folder expires and it is removed from the list of any users it is shared with. For more information on the expiry date, see "Setting an Expiry Date for Sharing" on page 51.
Name / Access Level	This information appears if you are the owner of the file or folder. Evidence Vault Admin users and users with the **File Management > Manage All** permission always see this information. It shows a list of the names and access levels of the users that this file or folder is currently shared with.  See "Sharing Files and Folders" on page 47. **Note:** This info not available to users in a group with the External permissions check box selected.
Tags	(Optional) Add one or more tags to identify the file or folder.  See "Adding Tags to a File or Folder" on page 62.
Notes	(Optional) Any notes added for the file or folder. See "Adding Notes to a File or Folder" on page 64.

File Details Panel - External User View

A user in a group with the **External** permissions check box selected has a slightly different view of the Details panel on the Evidence Vault main page. They do not see the **Owner**, the **Created On** date, the **Sharing** button, the **Name/Access Level** table, or the name of the user that last edited the Notes.

Note: See “External Permissions” on page 72 for more information on the External permissions check box



Details panel for a file, with External permissions

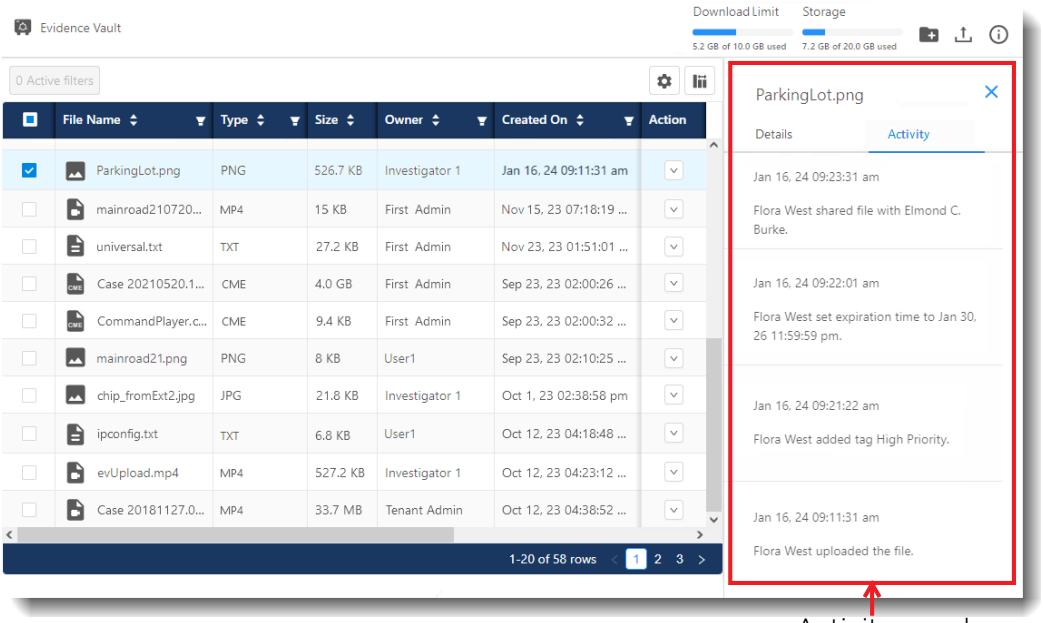
Activity Panel

The Activity panel contains an audit list of dates and times when activities are performed on the file or folder (such as when it is shared, when it is downloaded, when an expiry date is set on it).

An Evidence Vault Admin user can view the Activity panel for all files and folders.

A user in a group with **File Management > View** permission can only view the Activity panel for their own files and folders.

A user in a group with the **External** permissions check box selected does not have access to the Activity panel for any files or folders.



Activity panel

The Activity panel allows you to track when:

- a file is uploaded or downloaded
- a folder is created
- a file or folder is shared or unshared
- an expiry date is added or removed
- a tag is added or removed
- a note is created or updated

The Activity panel provides a history of the activity performed on a selected file or folder.

Defining Table Columns and Table Settings

In the Evidence Vault tables, there are general controls that allow you to manipulate the appearance of the table, to ensure that the information is presented to you in the way most convenient for you.

You can:

- Change which columns appear in the table, and the order that they appear.

  See “Defining and Reordering Table Columns” on page 27.
- Ensure that the table contains the most recent available information.

  See “Refreshing Table Content” on page 29.
- Show or hide the borders of the table columns, adjust the width of the rows in the table, and set the number of rows that appear in the table per page.

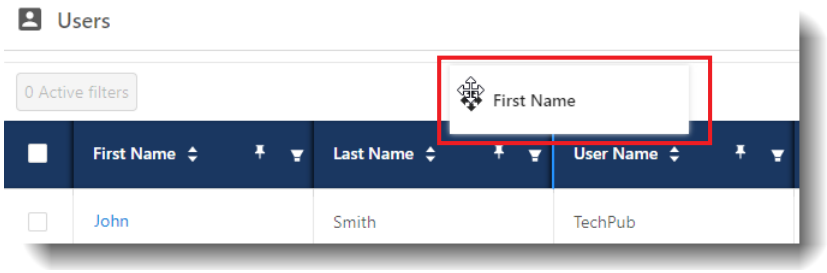
  See “Configuring Settings for Tables” on page 30.

Defining and Reordering Table Columns

Any user can edit the table columns where the **Define Columns** button appears, removing columns that are unwanted and changing the order that the columns appear.

This is helpful as it allows you to personalize your view of the information.

Tip: You can quickly reorder the columns in a table by dragging and dropping a column. With your mouse, click and hold the left side of the column header, until the pointer changes to the drag and drop symbol . Drag the column and drop it in a new position in the table.

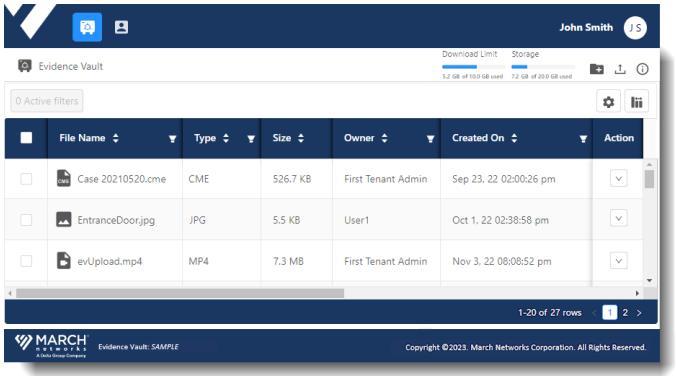


Moving the **First Name** column in the table.

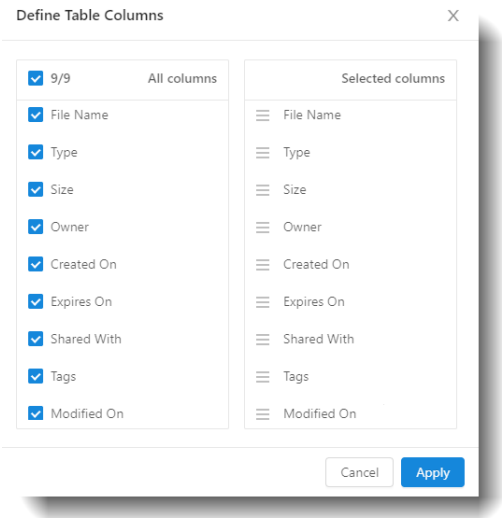
To define table columns

1 Log in to the Evidence Vault and open the table you want to edit.

For example, the all files table.

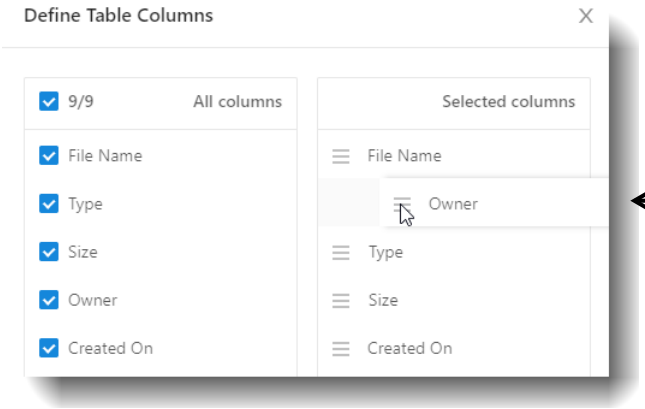


2 Select the **Define Columns** button at the top right of the table.
The **Define Table Columns** dialog opens.



All available columns for the table are listed on the left side of the dialog, and the selected columns that currently appear are listed on the right side. Depending on the table and your user type, different column names appear.

3 You can reorder the columns by selecting the icon of the column you want to move and dragging and dropping the columns up and down the list.

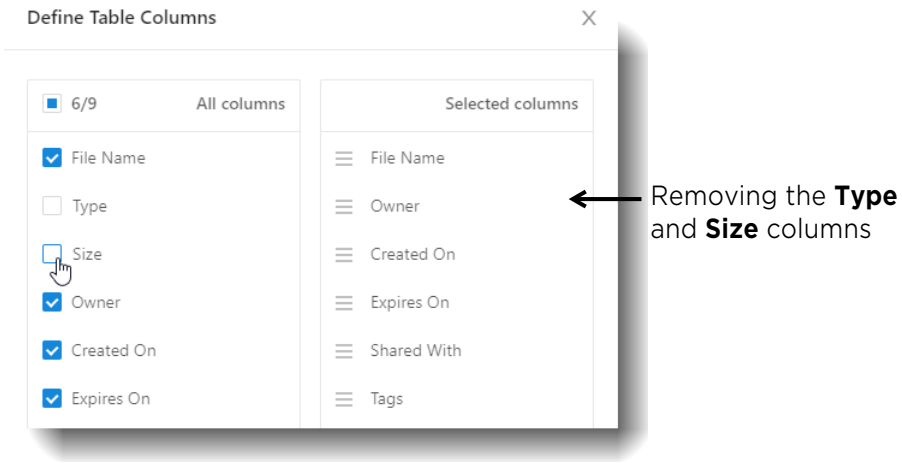


Moving the **Owner** column to a different location

4 You can remove a column from the table by clearing the check box for that column in the **All columns** list.

When you clear the check box, the column name is removed from the **Selected columns** list.

You can remove multiple columns from the table this way.



5 You can add columns back to the table by selecting the check box of the column again. The column name returns to the **Selected columns** list, and you can reorder it.

Note: When the column is added back, it appears at the bottom of the list. The **All columns** list shows the default order of the columns.

6 When you are satisfied with your table changes, select **Apply**.

Refreshing Table Content

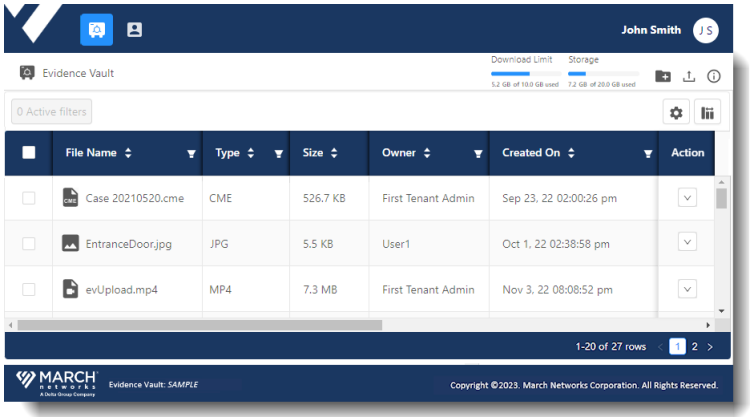
You can refresh the content in any table where the **Refresh** button appears. Select this button to view the latest information in the table.

Configuring Settings for Tables

You can customize the way tables appear in the Evidence Vault in any table where the **Settings** button appears.

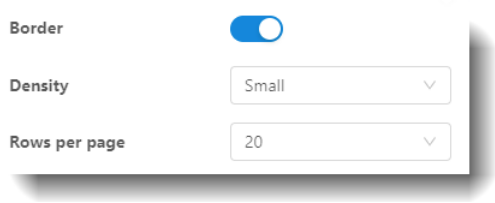
To configure the settings for a table

1 Log in to the Evidence Vault and open the table you want to edit, for example, the **All Files** table.



2 Select the **Settings** button at the top right of the table.

The **Settings** dialog opens.



3 Using the **Border** toggle button, you can show or hide the table column borders.

Table with column borders:

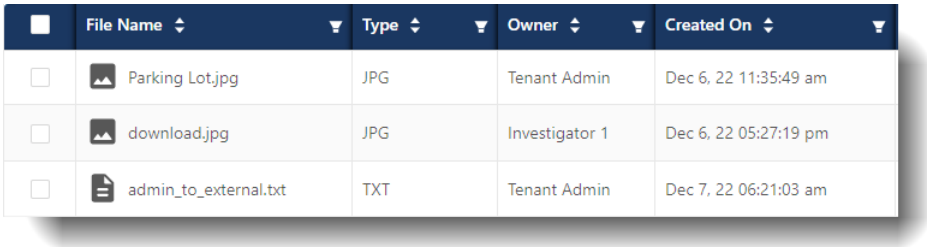
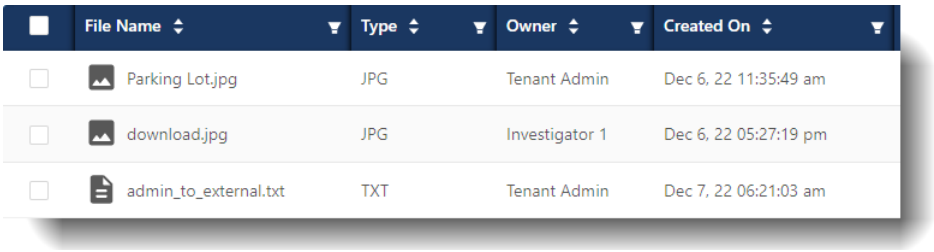


Table without column borders:



4 Using the **Density** list, you can change the width of the table rows.

Table with small rows:

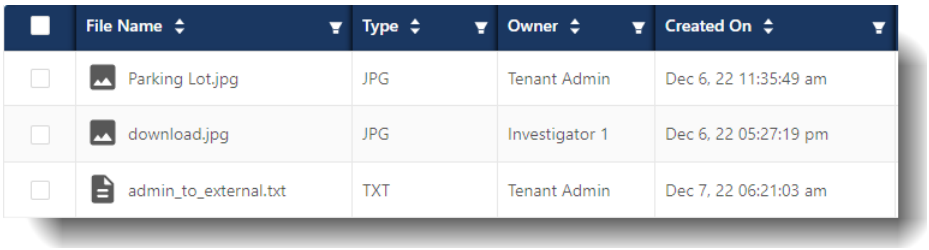
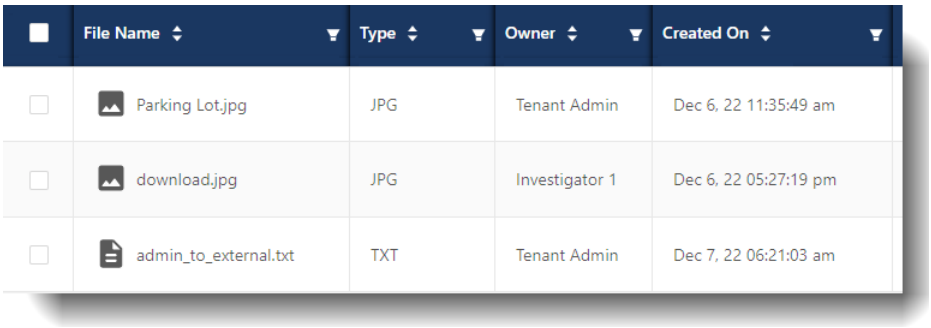
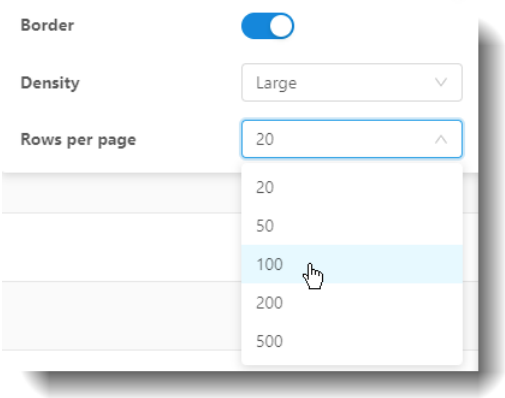


Table with large rows:



5 Using the **Rows per page** list, you can select how many rows appear on each page of the table.

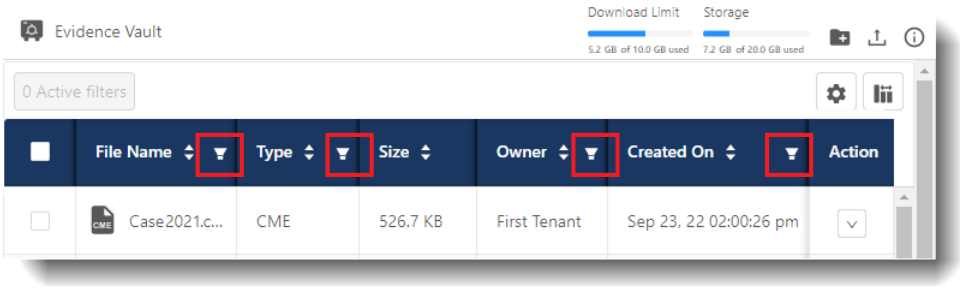


Searching Tables using Column Filters

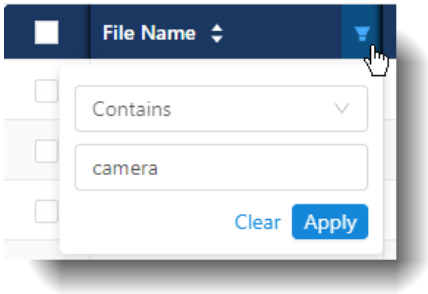
Certain tables offer a Filter button in eligible columns. This feature can help you find specific information in tables.

To search tables using filter columns

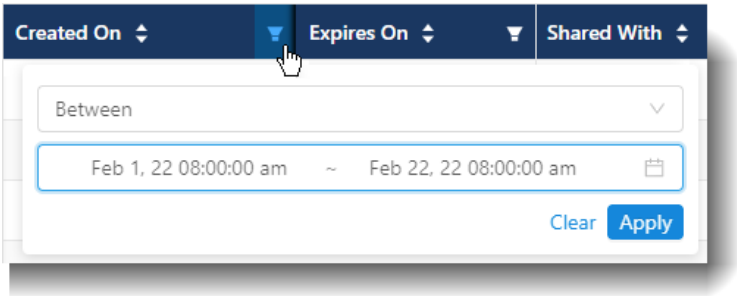
1 Open the table that you want to search, for example, the **Evidence Vault** > **Files** table. Most column headers in the table include the **Filter** button.



2 To filter a column, select the **Filter** button to display the filter options. Filter options depend on the content of the column.



Filter options for **File Name** column

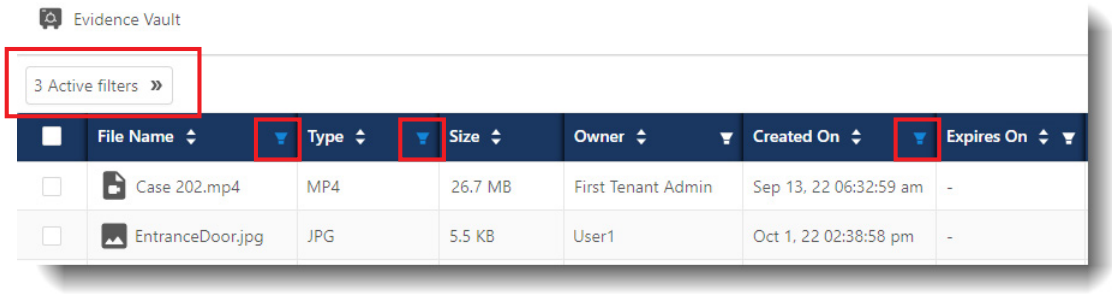


Filter options for **Created On** column

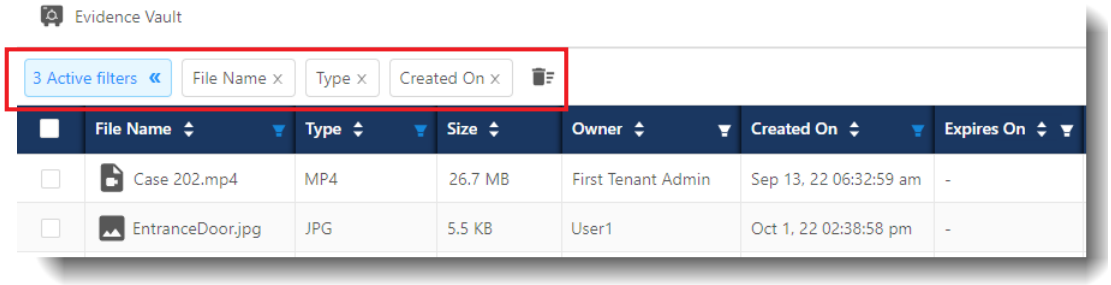
3 Select your desired options and click **Apply** to activate the filter on the column.

You can filter multiple columns at the same time.

When one or more columns are filtered, the **Active filters** button appears above the table, telling you how many columns are filtered, and the **Filter** button turns blue.



4 You can select the **Active filters** button to see the columns that are currently filtered.



To clear a specific filter, select the **X** beside the name. To clear all filters, select the **Clear Filters** button.

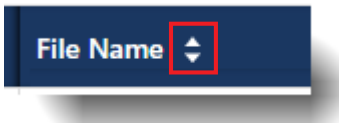
Sorting Table Columns

You can sort eligible columns alphabetically or numerically.

To sort columns in a table

1 Open the table that you want to sort, for example, the **Evidence Vault** > **Files** table.

In eligible columns, the **Sort** button is located at the right of the column header name.



2 Select the **Sort** button.

The column sorts ascending when first selected , descending when selected again .

When you select it a third time, the sort is cleared.

Pinning Table Columns

You can pin eligible columns so that they always appear at the left of the table, where you can see them without scrolling.

To pin columns in a table

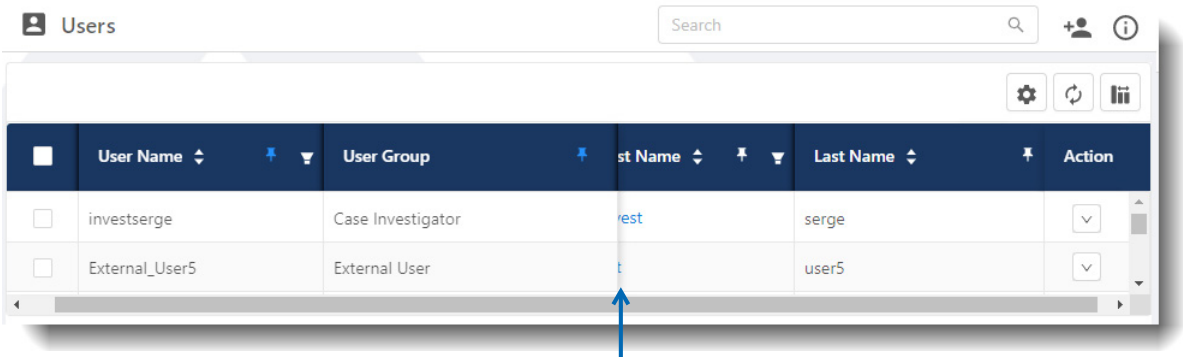
1 Open the table that you want to pin, for example, the **User Management > Users** table.

In eligible columns, the pin button is located at the far right of the column header.

2 Select the pin button to move the column to the left of the table. The column remains visible even when you scroll through the other columns of the table. The pin button turns blue to indicate the pinned status of the column.

You can pin multiple columns. The column you pin first is at the far left, subsequent pinned columns are pinned to the right of it.

In the following example, the **User Name** and **User Groups** columns have been pinned.



Unpinned columns scroll behind the pinned columns

Chapter 3

Managing Evidence Files

This chapter describes how Users in a group with the correct permissions can upload and download files, preview video and image files, create folders, share files, set expiry dates for sharing files, move files and folders, rename files and folders, and delete files and folders in the Evidence Vault.

To manage evidence files, you require File Management permissions, described in "File Management Permissions" on page 72. Depending on your permissions, you can manage your own files, files that are shared with you, or all files.

This chapter contains the following topics:

- "Uploading Evidence Files" on page 36
- "Downloading Evidence Files" on page 39
- "Previewing Evidence Files" on page 41
- "Creating Folders in the Evidence Vault" on page 45
- "Sharing Files and Folders" on page 47
- "Setting an Expiry Date for Sharing" on page 51
- "Stop Sharing Files or Folders" on page 54
- "Removing Your Access to Shared Files or Folders" on page 57
- "Renaming Files or Folders" on page 59
- "Moving Files into Folders" on page 60
- "Adding Tags to a File or Folder" on page 62
- "Adding Notes to a File or Folder" on page 64
- "Deleting Files or Folders" on page 65

Uploading Evidence Files

Users in a group with the **File Management > Add** permission can upload one or more files to the Evidence Vault.

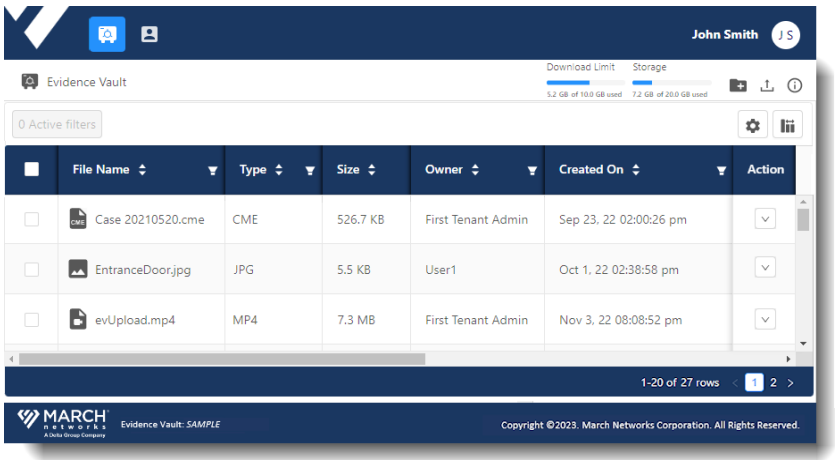
Users in the Evidence Vault Admin and Case Investigator default groups can upload files to the Evidence Vault.

Users in the External Users default group cannot upload files.

Note: If you want External Users to upload files, you can use the **Create New Group From** option to copy the default External Users user group and create a new custom group. You can then edit the permissions of the custom group to include the Add (upload) permission (see "Creating Custom User Groups" on page 84).

To upload evidence files

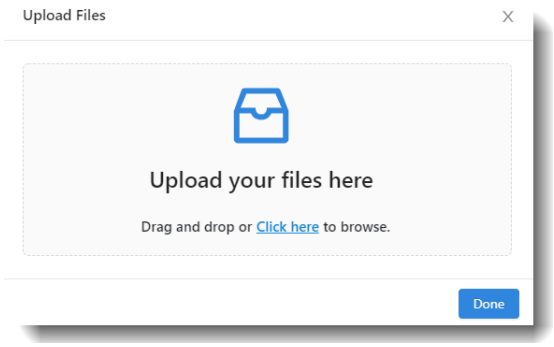
1 Open the Evidence Vault tab to the **Files** window.



2 From the top right of the window, select the **Upload Files** button.

Note: For External Users, this button is only available if they have been granted the right to upload (see "Available Permissions" on page 71).

The **Upload Files** dialog appears.

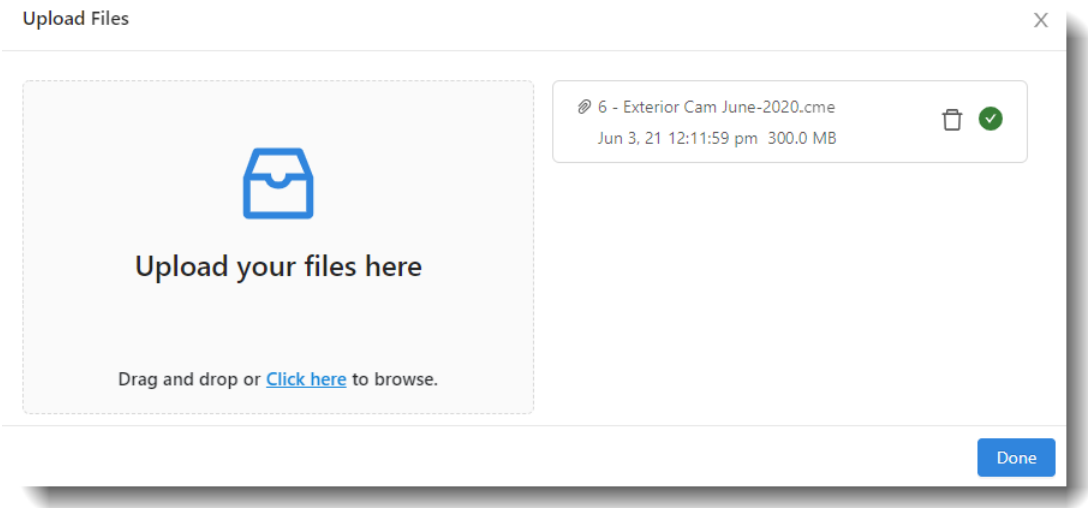


3 You can upload your files by:

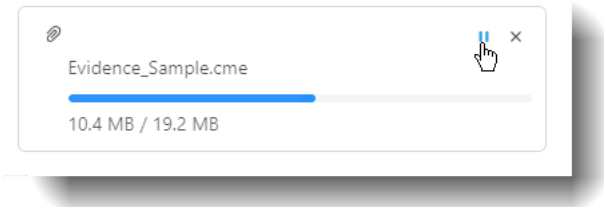
- Dragging and dropping the file or files into the **Upload your files here** box.
- Click or tap the **Click here** link to open a system file dialog. Browse your system for the file or files to upload and click **Open** to add them to the **Upload Files** dialog.

  Note: If you are accessing the Evidence Vault through Command Client, you cannot drag and drop files to upload, you must use the **Click here** link to browse.

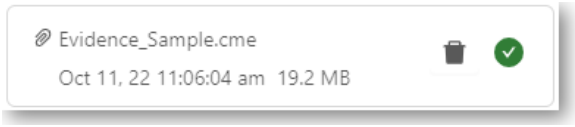
The file or files appear in the **Upload Files** dialog.



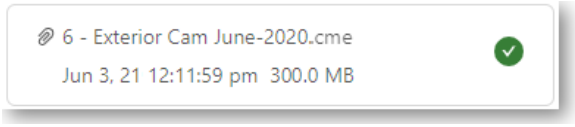
4 While the file is uploading, you can **Pause** the upload, **Resume** it, or **Cancel** it.



When successfully completed, a delete button and a green check mark appear.



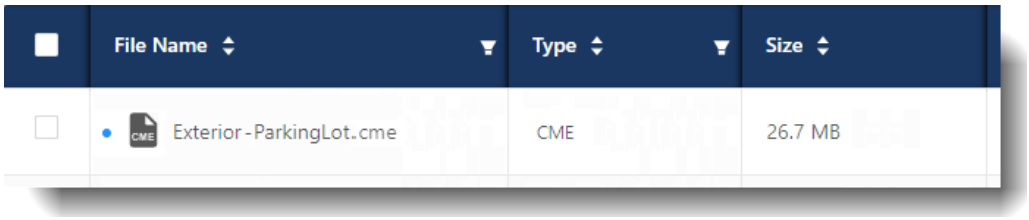
Note: If you are a user in a group with the External permissions check box selected, the delete button does not appear.



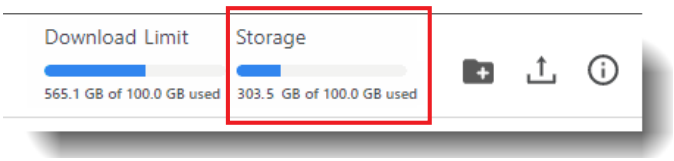
5 Select **Done**.

The new files are added to the Files list.

A blue dot beside the file name icon indicates that the file is new. The dot disappears if you select the file or open the details panel for the file.



Note: Your storage limit is adjusted accordingly, as shown at the top of the Evidence Vault. (Users in a group with the External permissions check box selected do not see the storage limit.)



Downloading Evidence Files

Users in a group with the **File Management > Download** permission can download one or more files from the Evidence Vault.

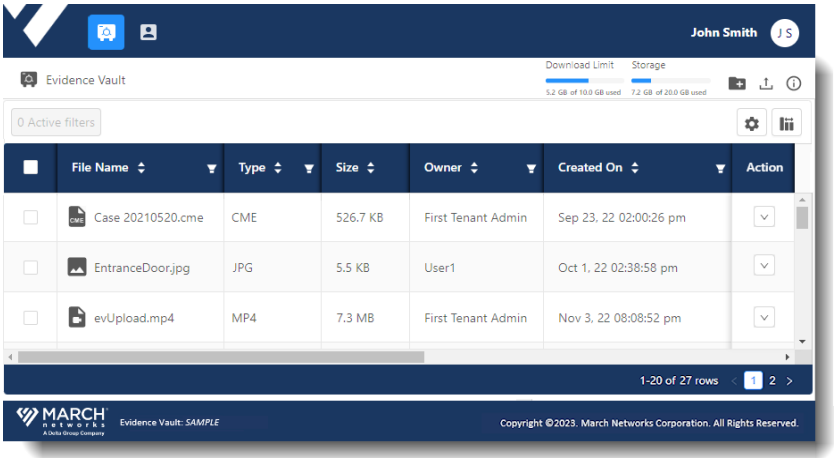
All the default user groups have the right to download, see “Available Permissions” on page 71.

You can download any file visible to you in the Evidence Vault.

Users in the Evidence Vault Admin default group can see all files. Users in the Case Investigator and External User default groups can see their own files and files shared with them.

To download evidence files

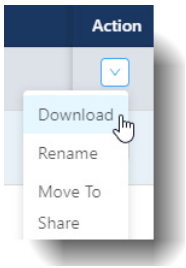
1 Open the Evidence Vault to view the Files list.



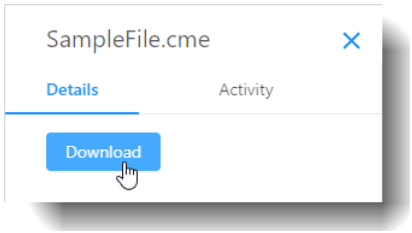
2 You can download a single file or multiple files.

a To download a single file, find the file that you want to download and select it in the list. Either:

- In the **Action** column, select the arrow button to display the Action menu and select **Download**.

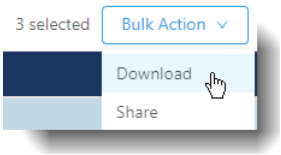


- In the **Details** panel, select the **Download** button.



b To download multiple files, find the files and select them all in the list.

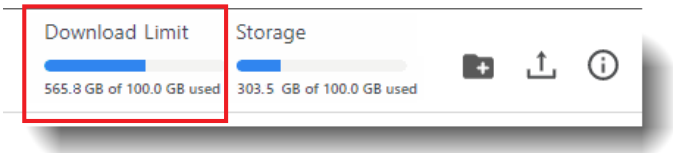
- The **Bulk Action** options list appears above the Files table. Select **Download**.



3 Depending on your web browser settings, the system either opens a dialog so that you can browse to a custom file location, or saves the file or files to the default location for downloads set in your web browser.

You can browse to the location where you downloaded the files and view them.

Note: Your download limit is adjusted accordingly, as shown at the top of the Evidence Vault.



Previewing Evidence Files

Users in a group with the **File Management > Preview** permission can view a video or image file in the Evidence Vault, if the preview is available.

You can view MP4 and CME video files or image files (for example, JPG).

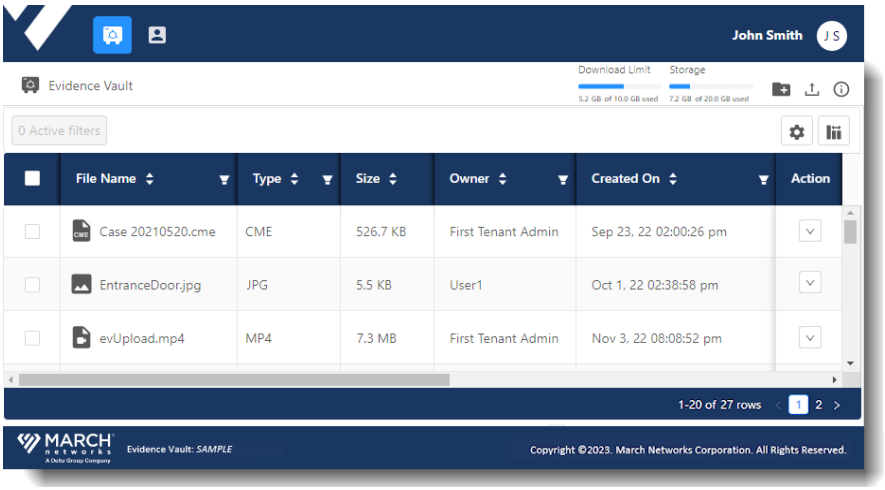
MP4 video files and image files always offer a single preview. CME (Command Multimedia Evidence) file may contain multiple media files (images and videos), so the available files for preview can appear as a single preview or a list of previews.

Note: Previewing a file counts toward the Download Limit (the amount of files you can download from the Evidence Vault).

All the default user groups have the right to preview files.

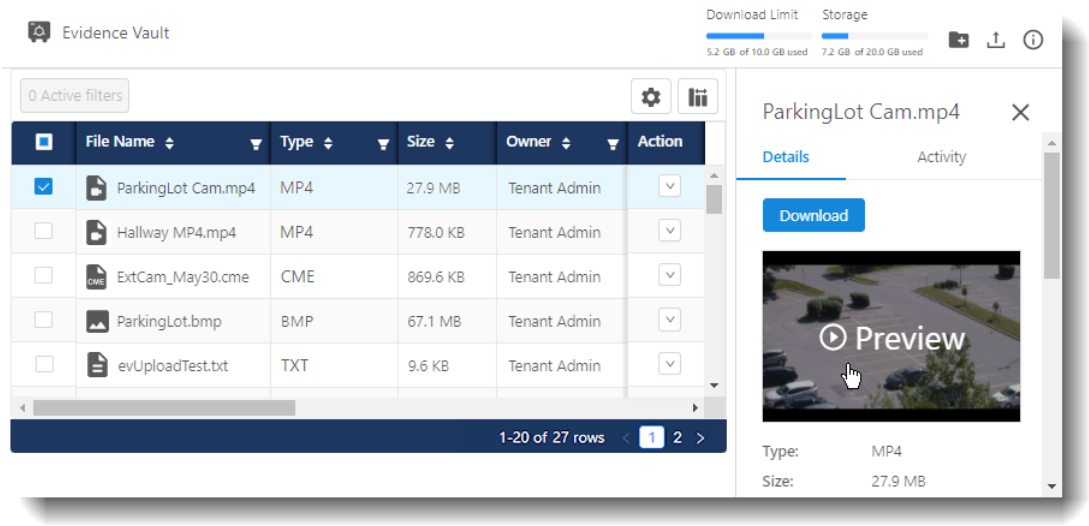
To preview an MP4 video file or an image file

1 Open the Evidence Vault to view the Files list.



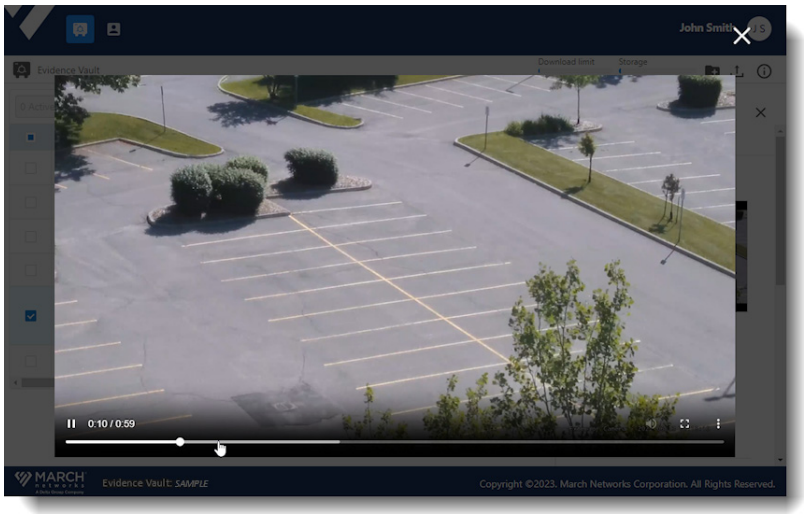
2 Select the MP4 or image file you want to view and ensure that the **Details** panel for the file is open.

When a preview is available, the **Preview** window appears in the Details panel. For an MP4 or an image file, it appears in a single preview window,



3 Select the **Preview** window to open the file.

If the file is a video, it plays automatically. If the file is an image, a larger image displays.



Video preview playing

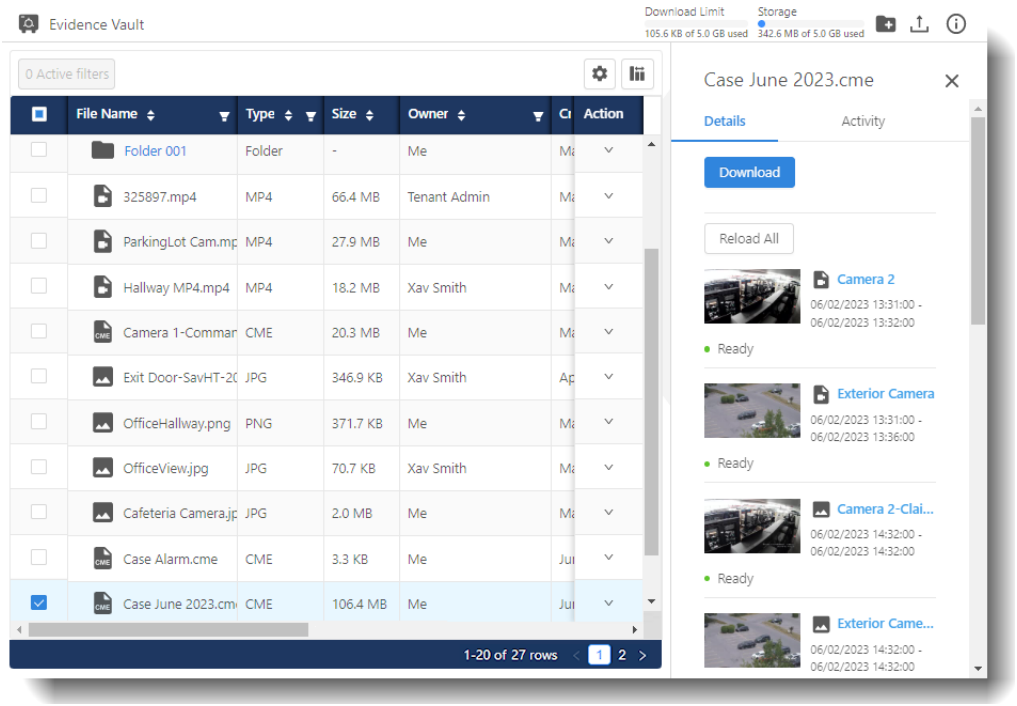
To preview a CME file

1 Open the Evidence Vault to view the Files list.

2 Select the CME file you want to view and ensure that the **Details** panel for the file is open.

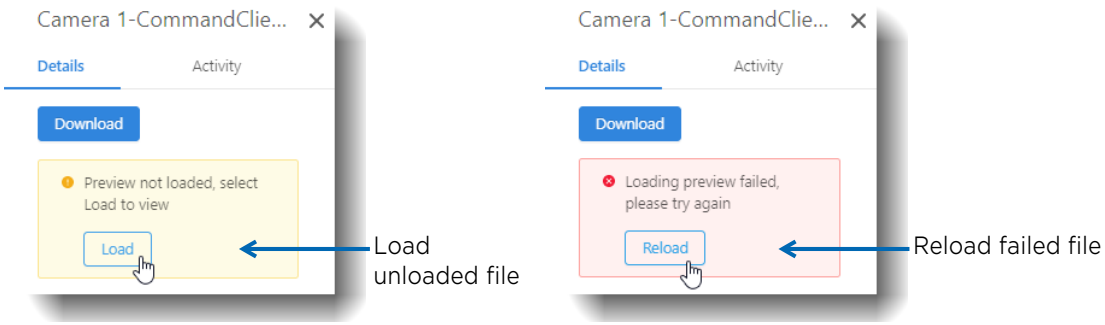
When a preview is available, the **Preview** window appears in the Details panel. If the preview is for a CME (Command Multimedia Evidence) file, there may be multiple media files included in the CME, so multiple previews appear in a list. A CME can also contain a single file.

If one of the files in the list does not load, you can select the **Reload All** button to refresh the list.



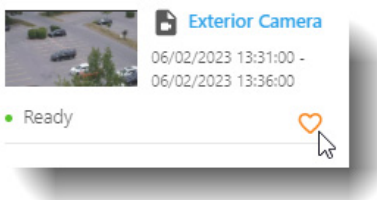
For a CME file, sometimes the file previews are not preloaded, and you must select the **Load** button to view the preview.

Occasionally, a preview may fail, and you can select the **Reload** button to try again.



3 If you identify a CME file that you know you are going to be viewing frequently, you can select the heart icon that appears beside it. When the heart icon is selected, the preview stays available for longer, and you do not have to reload it when you want to view it again.

Note: CME previews are allocated a limited amount of storage space, so we recommend that you only select the heart icon for files that you are currently interested in.



4 When the previews are available, you can select any of them to open the file.

If the file is a video, it plays automatically. If the file is an image, a larger image displays.

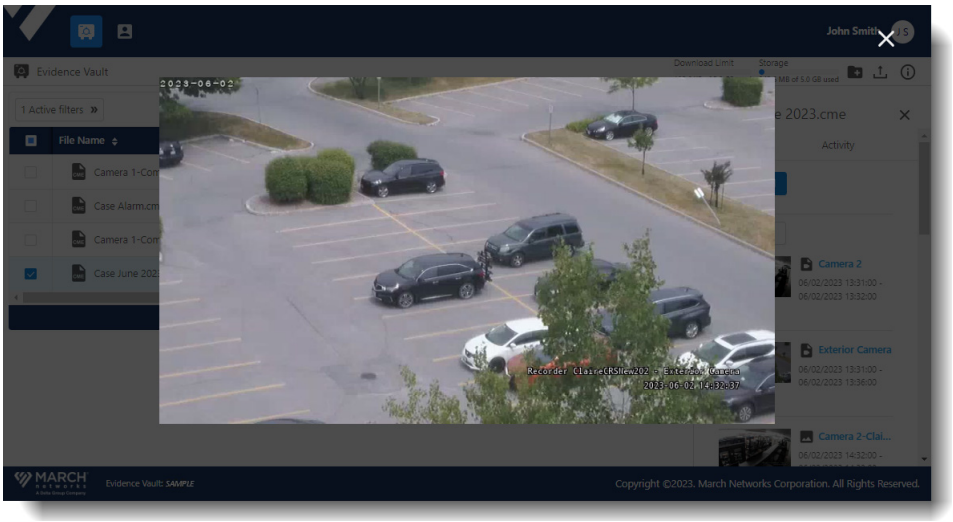


Image preview from a CME file

Note: If a CME file is too large, you may not be able to preview it in the Evidence Vault. In this case you can download the file and view it in the Command Player application.

Creating Folders in the Evidence Vault

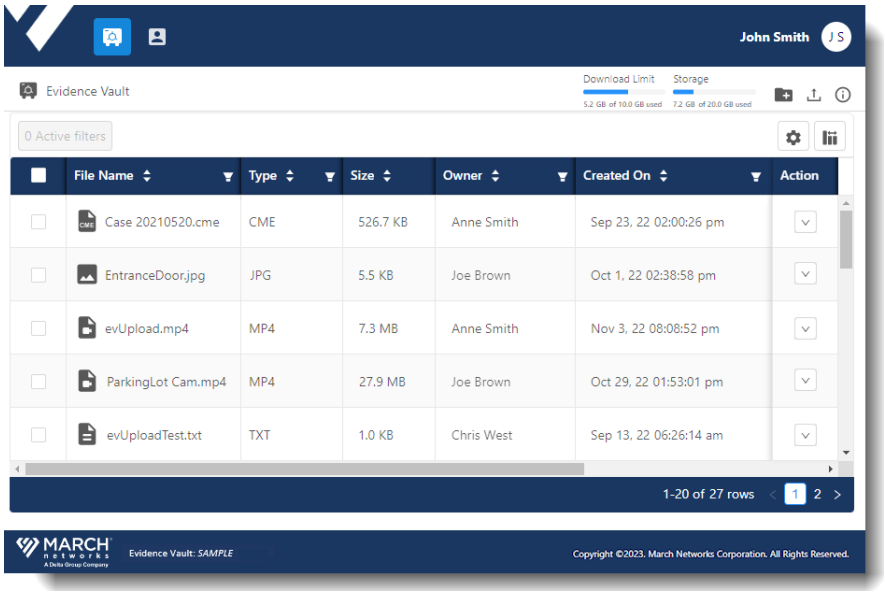
Users in a group with the **File Management > Add** permission can create folders in the Evidence Vault and add subfolders by navigating to a folder, then creating another folder.

Users in the Evidence Vault Admin and Case Management default groups can create folders. Users in the External Users default group cannot.

Note: Users in the Evidence Vault Admin default group can view all folders. Users in the Case Investigator default group can only see folders that they create or folders that are shared with them. Users in the External User default group can only see folders that are shared with them.

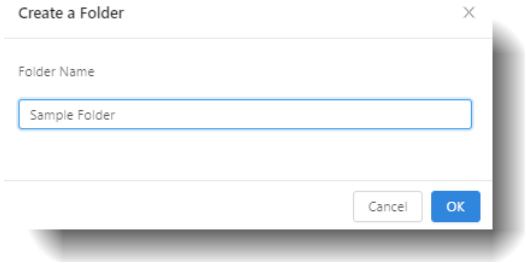
Creating a folder in the Evidence Vault

1 Open the **Evidence Vault** tab to view the files list.

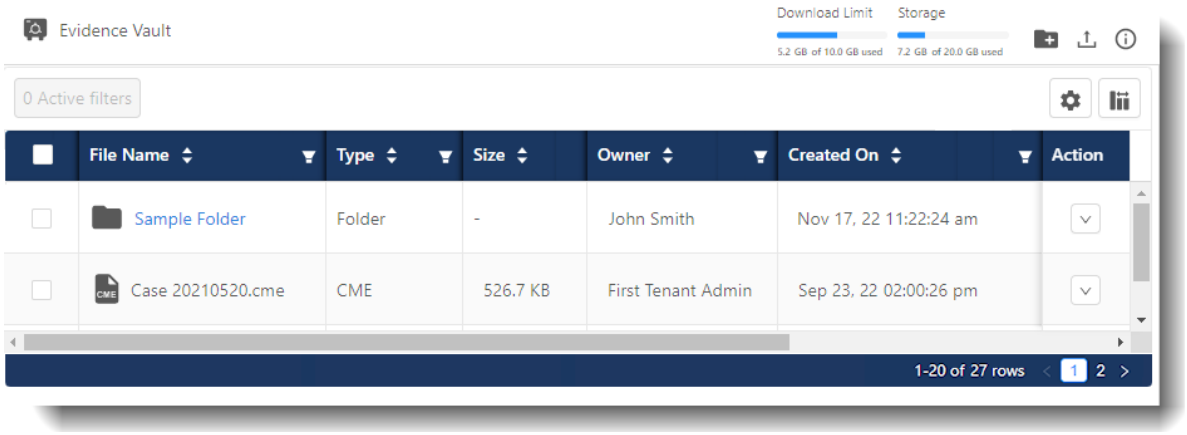


2 From the top right of the window, select the **Create Folder** button.

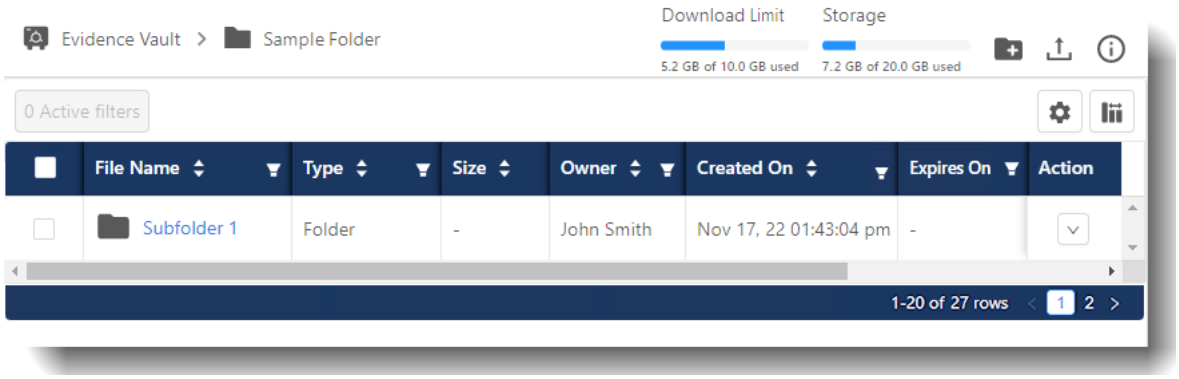
The **Create a Folder** dialog appears.



3 Enter a name for the new folder and select **OK**.
The new folder appears in the file list.



4 The name of the folder is a link you can select to open the folder.
When you open the folder, the path at the top of the page shows your location.



Note: With the correct permissions, you can move files into the folder. See “Moving Files into Folders” on page 60.

Sharing Files and Folders

After you upload a file to the Evidence Vault, you can share the file with other users or user groups, so that the file appears in their list and they can download it.

You can also share folders with other users and user groups.

Users in a group with the **File Management > Share** permission can share their own files and folders. Users in a group with the **Share with New Users** permission can share their own files/folders with new users (people that are invited to join the Evidence Vault and view the shared files). Users in a group with the **File Management > Manage All** permission can share their own and other users' files and folders with new or existing users.

Users in the Evidence Vault Admin default group can share any files and folders with new or existing users. Users in the Case Investigator default group can only share their own files and folders with new or existing users. Users in the External User default group (and users in any group with the External check box selected) cannot share files and folders.

Folder Access Level Options

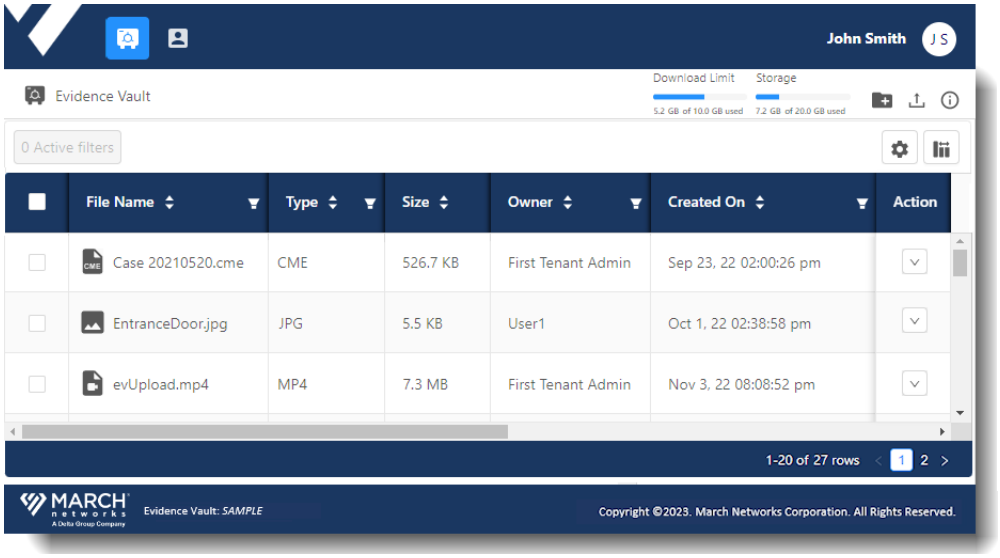
If you are sharing folders, you can grant *View & Add* access or *View* access to folders.

Note: Files are always *View* access when shared.

- **View** — Users with whom the folder is shared can only view the contents of the folder, preview the image files and download the content (users also require the applicable File Management permissions to View, Preview, and Download files).
- **View & Add** — Users with whom the folder is shared can add/rename/delete their own files within the shared folder but cannot modify other files in the folder (users also require the applicable File Management permissions to Add, Update, and Delete files). Users do not have the right to change/delete/rename the folder itself.

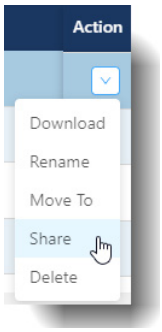
To share files and/or folders

1 Select **Evidence Vault** to open the **All Files** page.

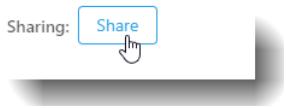


2 You can share a single file/folder or multiple files/folders.

- To share a single file or folder, find the file or folder you want to share and select it in the list. In the **Action** column, select the arrow to display the action menu and select **Share**.

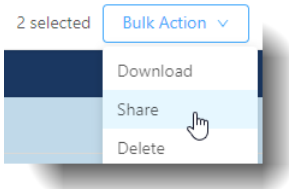


Or you can select the **Share** button in the **Details** panel.

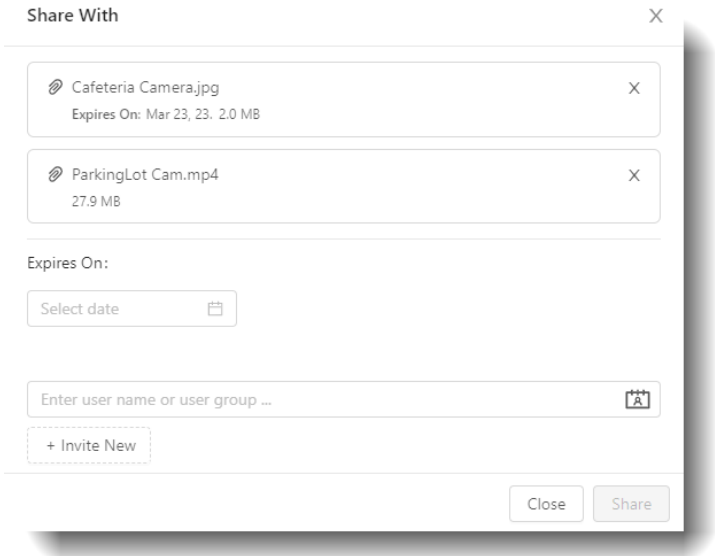


- To share multiple files and/or folders, find and select them in the list.

  When you select multiple files and/or folders, the **Bulk Action** list appears at the top right of the File list. Select **Share**.



3 The **Share With** dialog appears with the file(s) and/or folder(s) listed.



4 (Optional) If you want to set an expiry date for sharing the file, you can select a date in the **Expires On** field. If you do not set a date, the sharing does not expire.

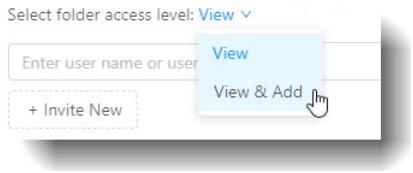
If you are sharing one or more files that already have expiry dates, when you leave the Expires On field empty, the existing expiry dates are cleared. If you set a new expiry date, the new date is applied to all the files you are sharing.

Note: Expiry time is always 11:59:59 PM on the expiry date.

You can also add an expiry date later, (see "Setting an Expiry Date for Sharing" on page 51).

5 For **folders** only:

If the drop-down list is available, select **View** or **View & Add** to define the access level to the shared folder or folders (see "Folder Access Level Options" on page 47).



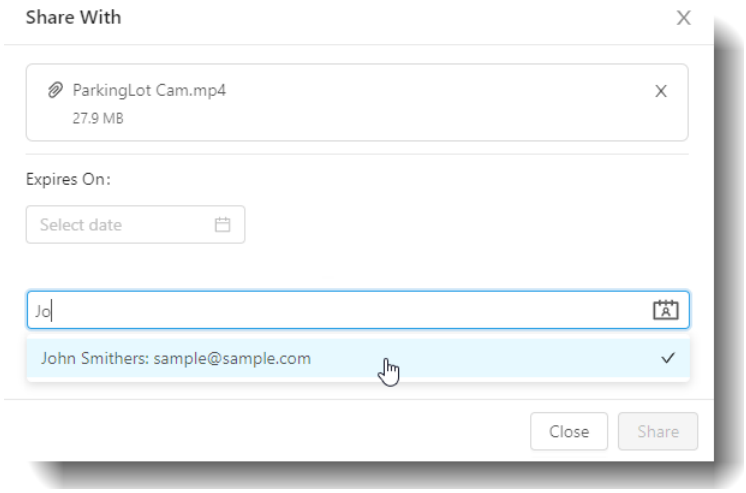
The **View & Add** option is only available for folders.

Files are always **View** access.

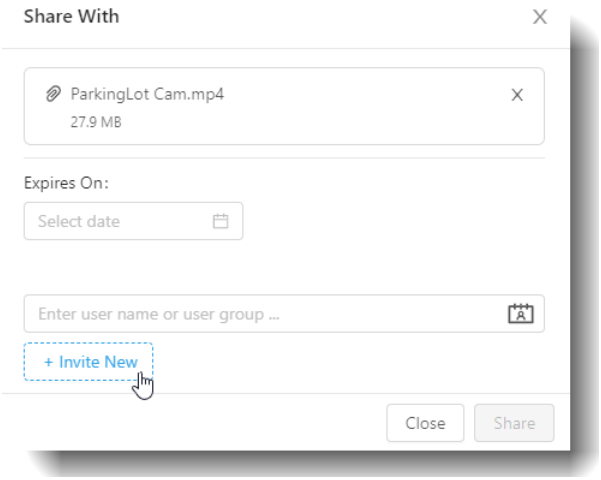
6 You can share with existing users/user groups or new users (if you have the File Management > Share with New Users permission).

- To share with existing users or user groups, start typing the name of the user or user group in the **Enter user name or user group** field, and the system autofills the name. Select the name to confirm that it is correct and add it.

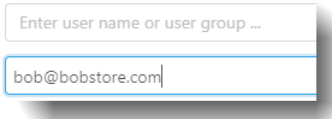
  Tip: You can share with multiple users and/or user groups at the same time.



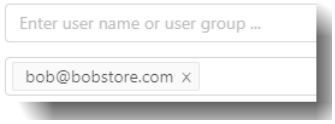
- To share with new users, select **Invite New** and type the email address or addresses in the **Enter email address to invite new user** box that appears. Press the **Tab** key or the **Enter** key after each new email address to indicate the address is complete.



Type new address:



Press **Tab** or **Enter** key:



Note: The system warns you if the email address you add is not formatted correctly, but it cannot verify that it is a valid email address. You must ensure the validity of the new email addresses you add.

7 When you have added the users/user groups you want to share with, select **Share**.

In the **Shared With** column for the file(s) or folder(s) you have just shared, the number reflects the users you have invited to share the file with (if you shared with a user group, it reflects the number of users in the group).

If you view the **Details** panel for a file or folder, the user names appear in the **Sharing** section.

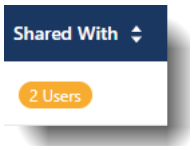
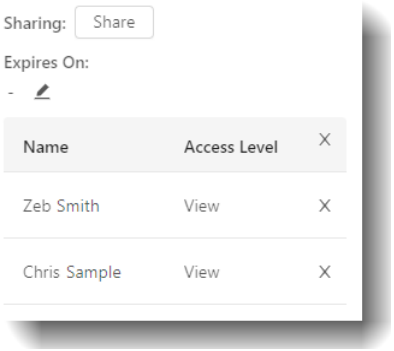


Table column



Details panel

An email is sent to inform an existing user, who can log in to the Evidence Vault and view the newly shared file(s) or folder(s).

For new users, two emails are sent, the first inviting them to create their new Evidence Vault account, the second inviting them to log in to the Evidence Vault and view the files or folders.

Tip: If a file is added to a shared folder, an email is sent to all users that share the folder, to inform them that a new file has been added.

Note: If a user in the **Shared With** list is deleted from the system (see "Deleting Users" on page 82), the name of that user is replaced with ***User deleted*** in the list. The deleted user is still included in the number of users that the file or folder is shared with.

Setting an Expiry Date for Sharing

You can set expiry dates for sharing on a file or folder, so that it is automatically removed from the list of any users it was shared with when the expiry date is reached.

You can set an expiry date for a single file/folder or for multiple files/folders.

Note: Expiry time is always 11:59:59 PM on the expiry date.

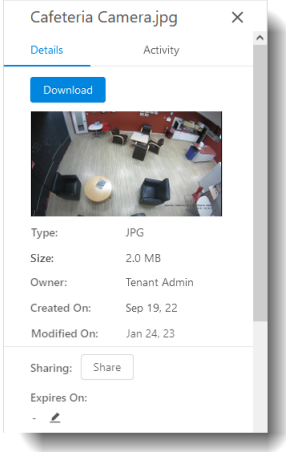
Users in a group with the **File Management > Update** permission can set expiry dates for their own files and folders. Users in a group with the **File Management > Manage All** permission can set expiry dates for their own and other users' files and folders.

Users in the Evidence Vault Admin default group can set expiry dates for sharing on any files or folders. Users in the Case Investigator default group can only set expiry dates for sharing on their own files or folders.
Users in the External User default group (and users in any group with the External check box selected) cannot set expiry dates for sharing.

To set an expiry date for a single file or folder

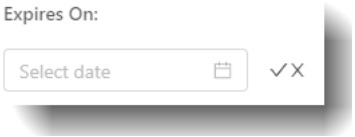
1 Select **Evidence Vault** to open the **All Files** page.

2 Find the file or folder you want to set an expiry date for, select it and open its Details panel (select the **View Details** button).

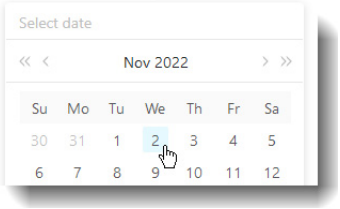


3 In the **Sharing** section, select the pencil button below the **Expires On** title.

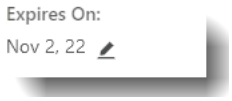
A date box appears.



4 Select the date box to display a calendar and choose the date you want sharing to expire for the file or folder.



5 Select the check mark next to the date box to set the date.



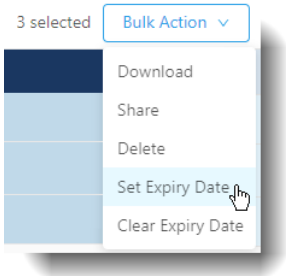
Note: You can also edit or delete the expiry date using the pencil button.

To set an expiry date for multiple files or folders

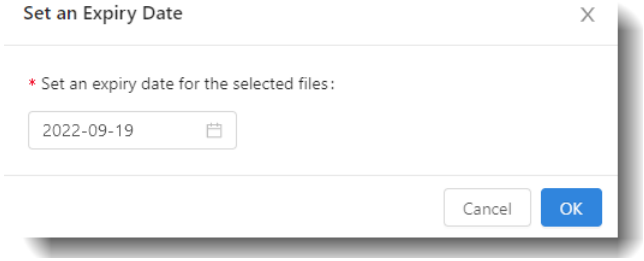
1 Select **Evidence Vault** to open the **All Files** page.

2 Find the files and/or folders you want to set an expiry date for and select them all in the list.

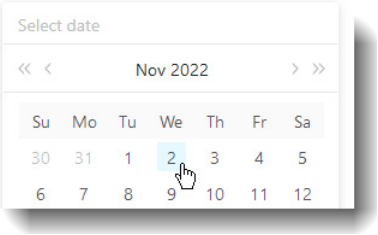
3 When you select multiple files/folders, the **Bulk Action** list appears at the top right of the File list.
Select **Set Expiry Date**.



The **Set an Expiry Date** dialog appears.



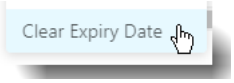
4 Select the date box to display a calendar and choose the date you want sharing to expire for these files and/or folders.



5 Select **OK** to set the date.

The file list refreshes with the new expiry dates displayed for the selected files and/or folders.

Note: You can also clear the expiry date for multiple files and/or folders using the same drop-down list and selecting **Clear Expiry Date**.



Stop Sharing Files or Folders

You can stop sharing a single file or folder with all users, stop sharing a single file or folder with a specific user, or stop sharing multiple files/folders at once.

Users in a group with the **File Management > Share** permission can stop sharing their own files and folders. Users in a group with the **File Management > Manage All** permission can stop sharing their own and other users' files and folders.

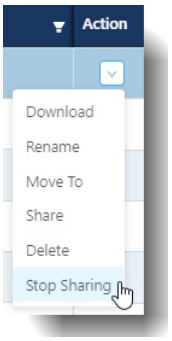
Users in the Evidence Vault Admin default group can stop sharing any files or folders. Users in the Case Investigator default group can only stop sharing their own files or folders. Users in the External User default group cannot stop sharing files or folders.

To stop sharing a single file or folder with all users

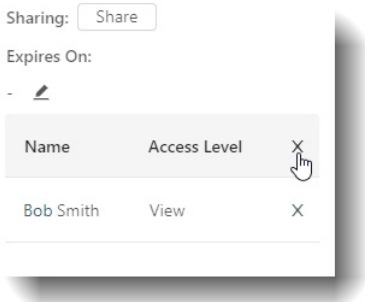
1 Select **Evidence Vault** to open the **All Files** page.

2 Find the file or folder that you want to stop sharing. Either:

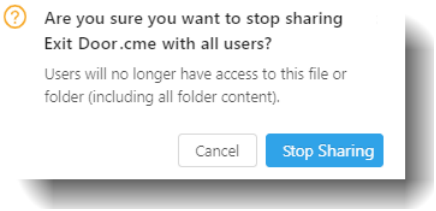
- In the **Action** column, select the arrow to display the menu and select **Stop Sharing**.



- Open the **Details** panel for the file or folder. In the **Sharing** section, select the **X** next to the Name and Access Level titles at the top of the table.



A dialog appears to verify that you want to stop sharing this file or folder.

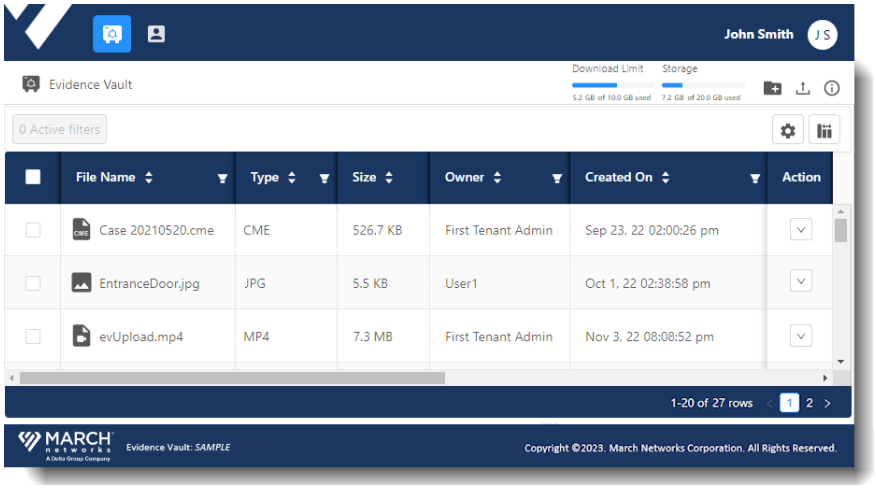


3 Select **Stop Sharing**.

The **Shared With** column for the file or folder updates to show **0 Users**.

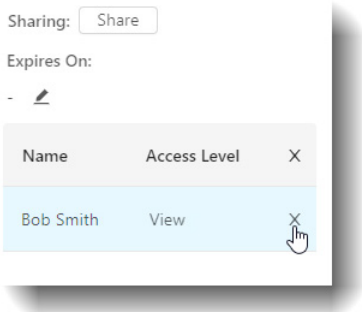
To stop sharing a single file or folder with a specific user

1 Select **Evidence Vault** to open the **All Files** page.

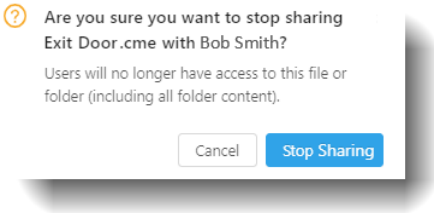


2 Find the file or folder that you want to stop sharing with a specific user.

3 Open the **Details** panel for the file or folder. In the **Sharing** section, find the name of the user that you no longer want to share the file with, and select the **X** next to their name.



A dialog appears to verify that you want to stop sharing this file or folder.

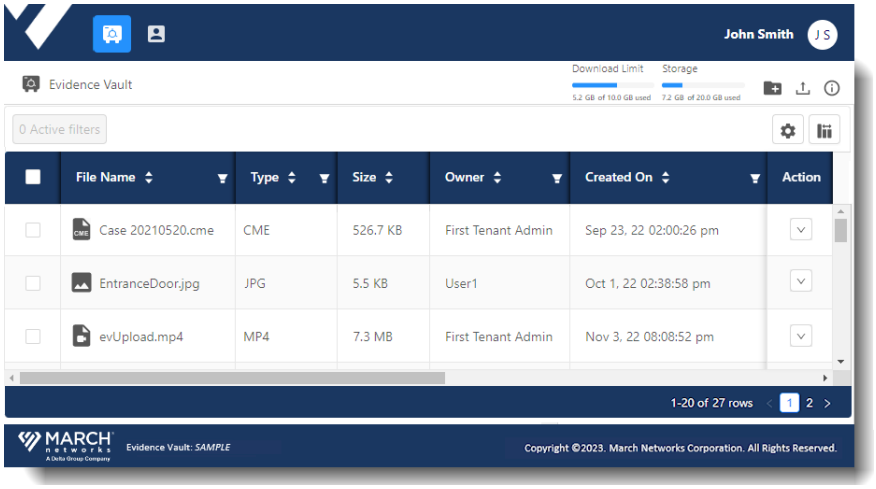


4 Select **Stop Sharing**.

The user's name is removed from the list, and that user is no longer able to see the file or folder.

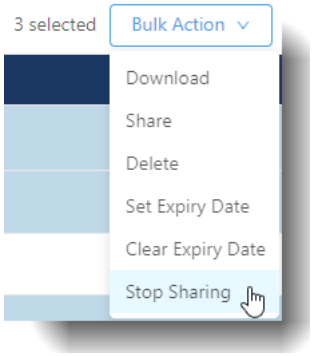
To stop sharing multiple files or folders

1 Select **Evidence Vault** to open the **All Files** page.



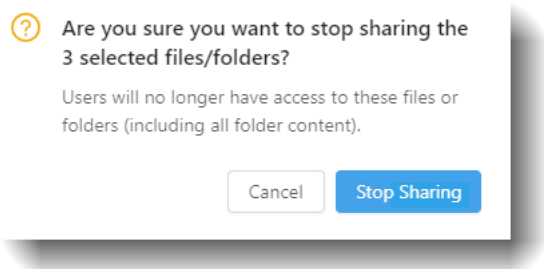
2 Find and select the files or folders that you want to stop sharing.

When you select multiple files/folders, the **Bulk Action** list appears at the top right of the File list.



3 Select **Stop Sharing**.

A dialog appears to verify that you want to stop sharing these files and/or folders.



4 Select **Stop Sharing**.

The **Shared With** columns for the files and/or folders update to show **0 Users**.

Removing Your Access to Shared Files or Folders

If another user shares a file or folder with you, when you are finished with the file or folder, you can remove sharing from it, and the file or folder is removed from your All Files list. You will no longer have access to the file or folder. You can also remove sharing from multiple files or folders at once.

This is helpful when you want to clear your file list and only view files that you are currently interested in.

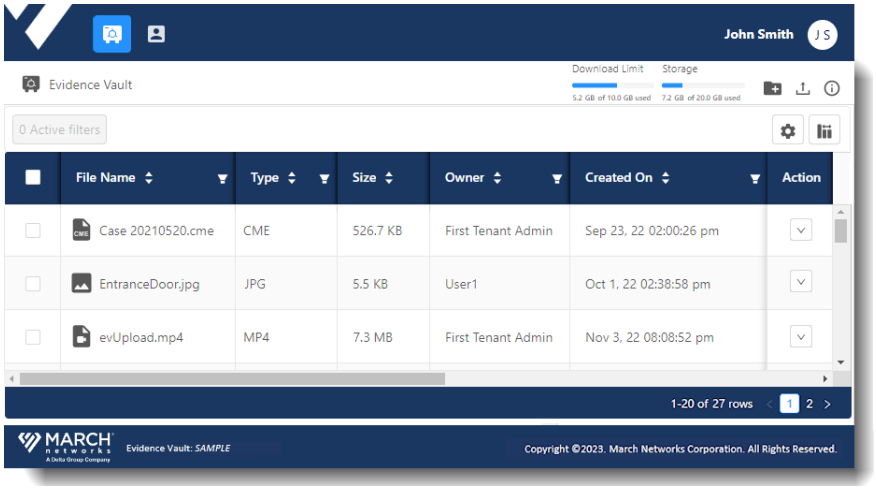
Users in a group with the **File Management > View** permission can remove sharing from files that are shared with them.

Note: Users in a group with the **File Management > Manage All** permission do not have this option, as these users can always view all files and folders.

Users in the Evidence Vault Admin default group do not have this option, as they can always view all files and folders. Users in the Case Investigator default group and the External User default group can remove sharing.

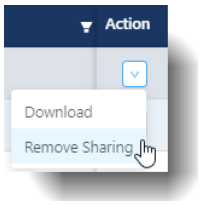
To remove your access to a single shared file or folder

1 Select **Evidence Vault** to open the **All Files** page..



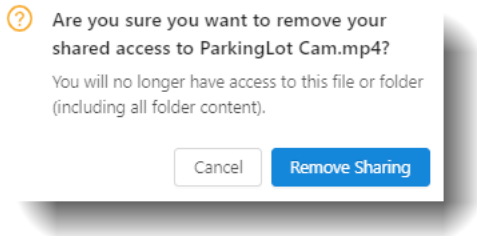
2 Find the file or folder that you no longer want shared with you.

In the **Action** column, select the arrow to display the action menu.



3 Select **Remove Sharing**.

A dialog appears to verify that you want to remove your shared access to this file or folder.



4 Select **Remove Sharing**.

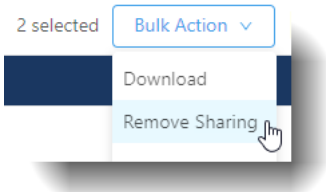
The file or folder is removed from your All Files list, and you no longer have access to it.

To remove your access to multiple shared files or folders

1 Select **Evidence Vault** to open the **All Files** page.

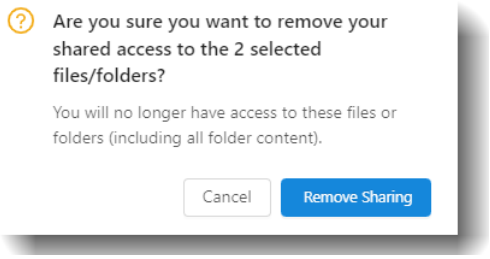
2 Find and select the files or folders that you no longer want shared with you.

When you select multiple files/folders, the **Bulk Action** list appears at the top right of the File list.



3 Select **Remove Sharing**.

A dialog appears to verify that you want to remove your shared access to these files and/or folders.



4 Select **Remove Sharing**.

The files or folders are removed from your All Files list, and you no longer have access to them.

Renaming Files or Folders

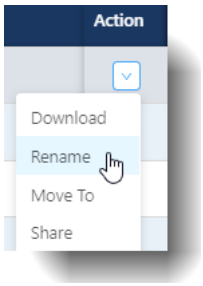
Users in a group with the **File Management > Update** permission can rename their own files and folders. Users in a group with the **File Management > Manage All** permission can rename their own and other users' files and folders.

Users in the Evidence Vault Admin default group can rename any files and folders. Users in the Case Investigator default group can only rename files and folders that they are the owner of (not files and folders shared with them by another user). Users in the External User default group cannot rename files or folders.

To rename a file or folder

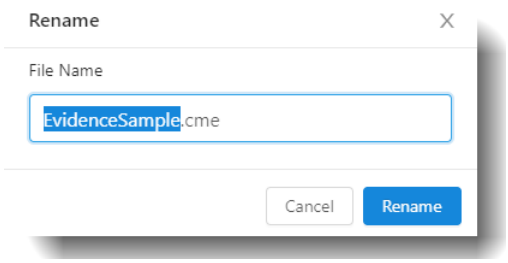
1 Select **Evidence Vault** to view all the available files and folders.

2 Find the file or folder that you want to rename and in the **Action** column, select the arrow to display the action menu.



3 Select **Rename**.

The Rename dialog appears.



4 Enter a new name for the file or folder.

Note: We recommend that you do not change or remove the file extension (for example, .cme), as the file may become unusable.

5 Select **Rename**.

Moving Files into Folders

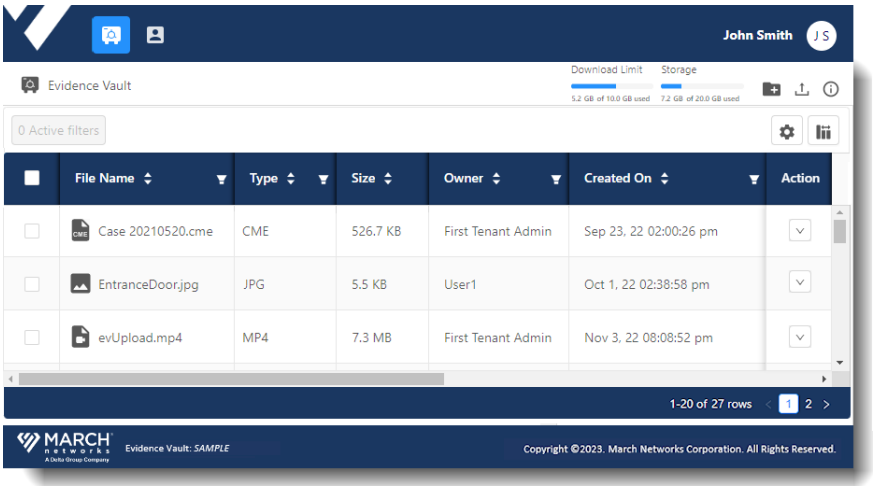
After you have created a folder (see “Creating Folders in the Evidence Vault” on page 45), with the correct permissions, you can move files (and other folders) into it.

Users in a group with the **File Management > Update** permission can move their own files and folders. Users in a group with the **File Management > Manage All** permission can move their own and other users’ files and folders. The destination folder must either be the user’s own folder, or a shared folder with View & Add rights.

Users in the Evidence Vault Admin default group can move any files and folders. Users in the Case Investigator default group can only move files and folders that they are the owner of (not files and folders shared with them by another user). Users in the External User default group cannot move files and folders.

To move files and folders in the Evidence Vault

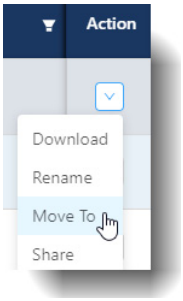
1 Select **Evidence Vault** and find the file(s) or folder(s) you want to move.



2 You can move a single file/folder, or multiple files/folders.

a To move a single file/folder, find it and select it in the list.

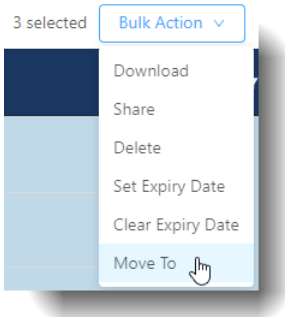
In the **Action** column, select the arrow button to display the menu and select **Move To**.



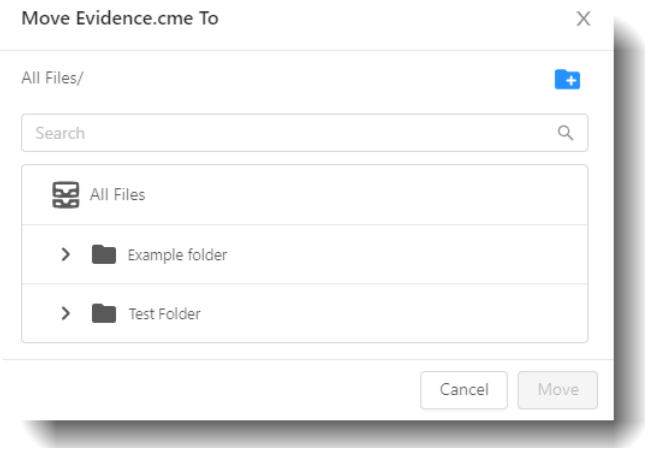
b To move multiple files or folders, find the files/folders and select them all in the list.

When you select multiple files/folders, the **Bulk Action** list appears at the top right of the File list.

Select **Move To**.



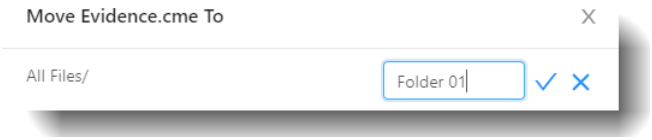
3 The **Move To** dialog appears.



4 Select the folder where you want to move your file(s) or folder(s), and select **Move**.

If there are many folders, you can use the **Search** field to find the one you want.

Note: You can also create a new folder from this dialog, using the **Create Folder** button at the top right of the dialog. When you select this button, a field appears in the dialog, for you to enter a name for your new folder.



Enter a name and select the check mark. The new folder is added to the list of available folders, and you can select it.

The file(s) or folder(s) are moved into the selected folder.

Adding Tags to a File or Folder

Tags are keywords you can create and assign to an evidence file or folder.

Tags help you to categorize resources and find the resources again in a search.

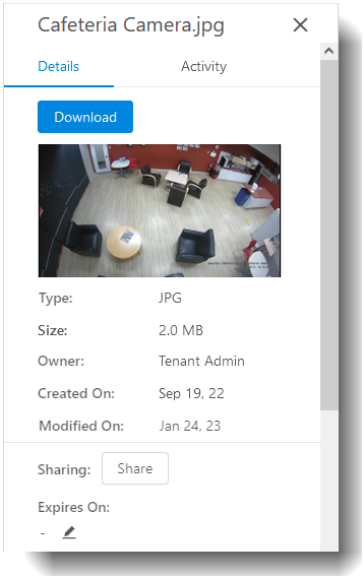
Users in a group with the **File Management > Update** permission can add tags to their own files and folders. Users in a group with the **File Management > Manage All** permission can add tags to their own and other users' files and folders.

Users in the Evidence Vault Admin default group can add a tag to any file or folder. Users in the Case Investigator default group can add tags to their own files and folders. Users in the External User default group can only view tags.

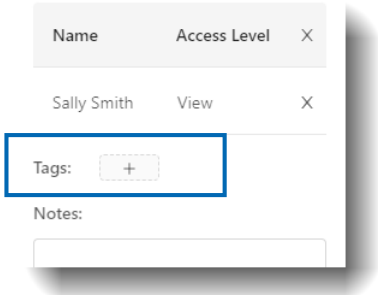
To add tags to an evidence file or folder

1 Select **Evidence Vault** to open the **All Files** page.

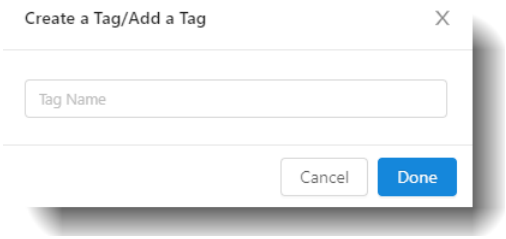
2 Find the file or folder you want to add a tag to, select it and open its Details panel (select the **View Details** button).



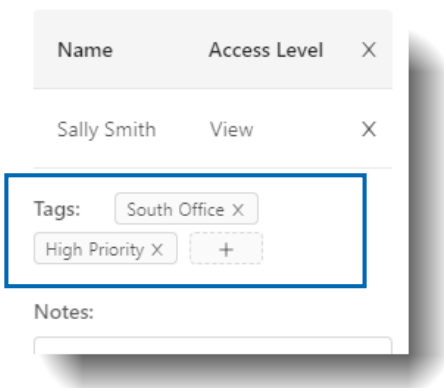
3 Scroll to the bottom of the Details panel to view the Tags section (below the sharing Name/ Access Level table and above the Notes).

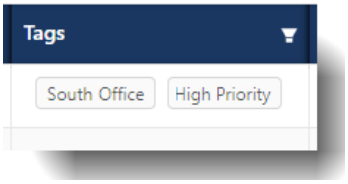


4 Select the **Add Tag** + button.
The **Create a Tag/Add a Tag** dialog appears.

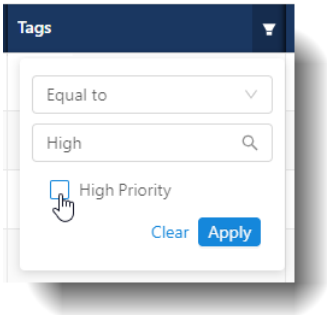


5 Enter a name for your new tag, and select **Done**.
The new tag appears in the Details panel, and in the **Tags** column for the file or folder.





6 You can now use the **Tags** column filter to find your items. Start entering the name of the tag in the filter dialog, and it presents you with a check box. Select the check box to filter the column.



Adding Notes to a File or Folder

You can add text format notes to an evidence file or folder.

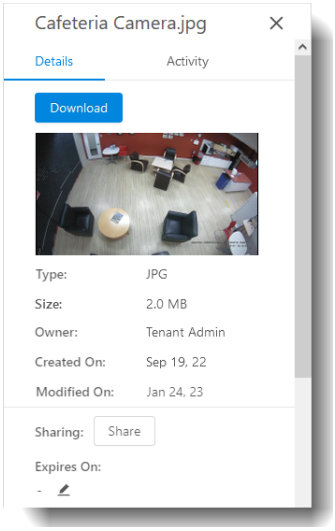
Users in a group with the **File Management > Update** permission can add notes to their own files and folders. Users in a group with the **File Management > Manage All** permission can add notes to their own and other users' files and folders.

Users in the Evidence Vault Admin default group can add a note to any file or folder. Users in the Case Investigator default group can add notes for their own files and folders. Users in the External User default group can only view notes.

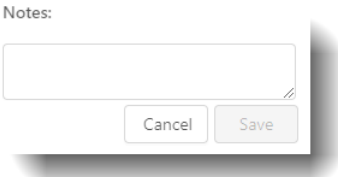
To add notes to an evidence file or folder

1 Select **Evidence Vault** to open the **All Files** page.

2 Find the file or folder you want to add notes to, select it and open its Details panel (select the **View Details** button).

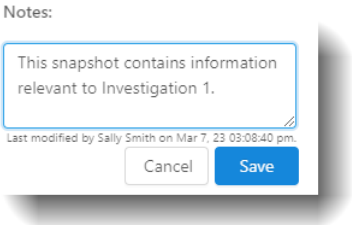


3 Scroll to the bottom of the Details panel to view the **Notes** section (below Tags).



4 Add your text note to the box, and select **Save**.

The text is saved, and a Last Modified timestamp appears beneath the note text.



Deleting Files or Folders

Users in a group with the **File Management > Delete** permission can delete their own files and folders. Users in a group with the **File Management > Manage All** permission can delete their own and other users' files and folders.

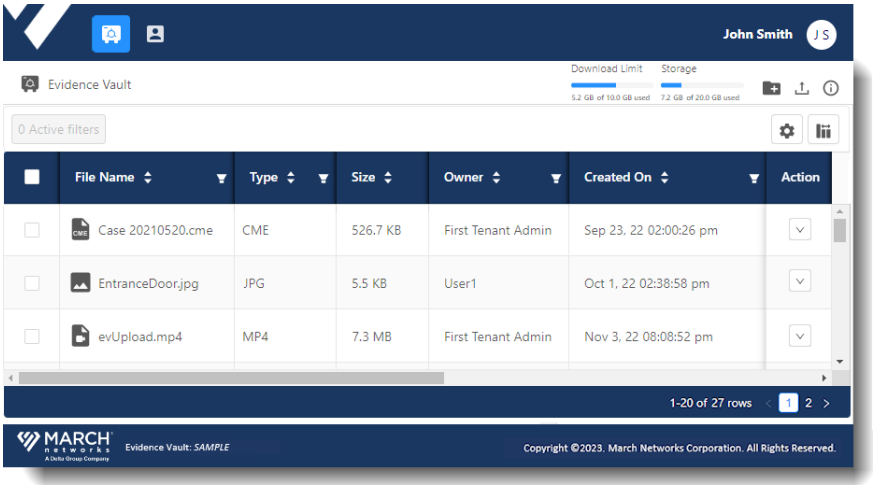
Note: You can only delete a folder if it is empty. You must remove any files or folders from inside a folder before you can delete it.

Removing files that are no longer needed helps you to manage your storage limit.

Users in the Evidence Vault Admin default group can delete any files and folders. Users in the Case Investigator default group can only delete files and folders that they are the owner of, or the contents of folders they are the owner of. Users in the External User default group cannot delete files or folders.

To delete files or folders

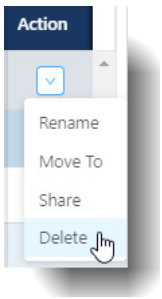
1 Select **Evidence Vault** to open the **All Files** page.



2 You can delete a single file/folder or multiple files/folders.

a To delete a single file/folder, find it and select it in the list.

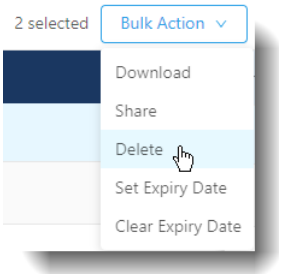
- In the **Action** column, select the arrow to display the action menu.



- Select **Delete**.

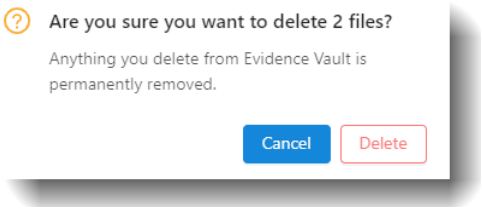
b To delete multiple files or folders, find the files/folders and select them all in the list.

- When you select multiple files/folders, the **Bulk Action** list appears at the top right of the File list.



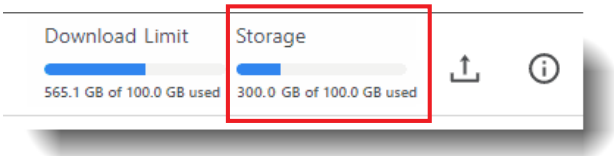
- Select **Delete**.

3 A dialog appears, asking you to confirm the deletion.



4 Select **Delete** to complete the deletion.

The files or folders are removed from the Evidence Vault and your storage is adjusted accordingly, as shown at the top of the Evidence Vault.



Chapter 4

Managing Users

This chapter describes how to view and manage users and user groups.

You require the **User Management > View** permission to view the User Management tab.
To manage users, you require the **User Management > View, Add**, **Update**, and **Delete** permissions.
To manage user groups, you require the **User Group Management > View, Add**, **Update**, and **Delete** permissions.

Permissions are allocated to user groups. Users are then assigned to a user group, which determines the user permissions they are granted. User Group permissions are inherited by all the users in the user group.

Note: Only users in the **Evidence Vault Admin** default user group can:

- edit the email addresses of other users
- disable/activate other users

Users in the Evidence Vault Admin default user group can view, add, update, and delete users and user groups. They can also edit user email addresses and disable/activate users.

Users in the Case Investigator default user group can view other users and user groups.

Users in the External User default user group cannot view or access the User Management tab.

This chapter contains the following topics:

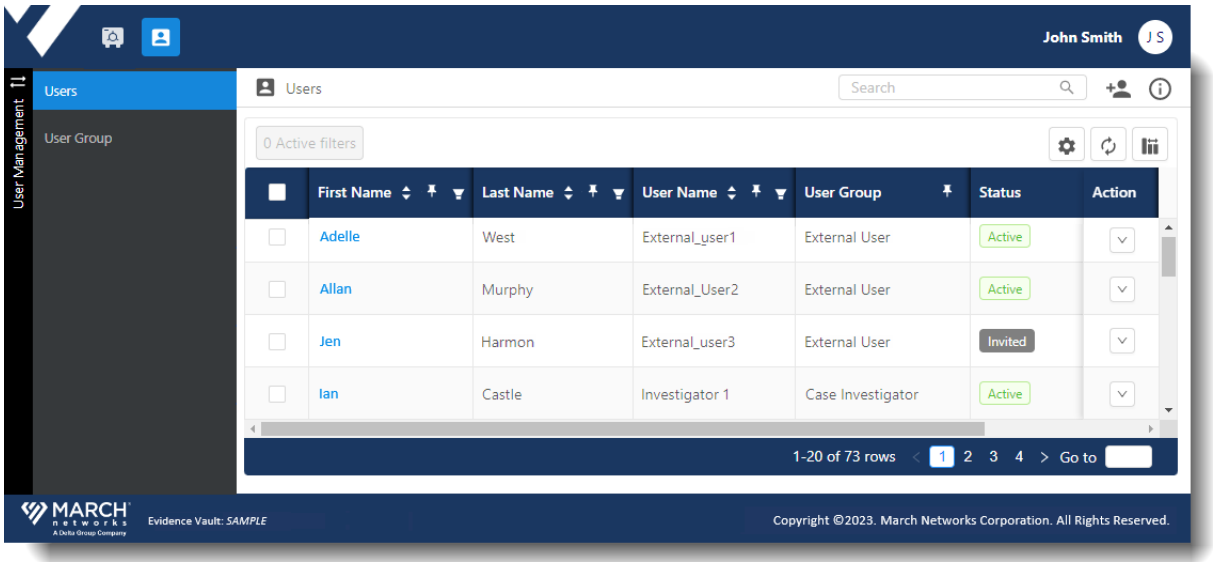
- "Viewing Users" on page 68
- "Viewing User Groups" on page 70
- "Available Permissions" on page 71
- "Default User Groups" on page 75
- "Searching for Users or User Groups" on page 76
- "Creating Users" on page 77
- "Editing Users" on page 79
- "Disabling and Activating Users" on page 81
- "Deleting Users" on page 82
- "Creating Custom User Groups" on page 84
- "Changing the User Group Assigned to a User" on page 88
- "Editing Custom User Groups" on page 90
- "Deleting Custom User Groups" on page 92

Viewing Users

Select **User Management** > **Users** to display the **Users** page.

Users in a group with the **User Management > View** permission can see the Users page.

On this page, users in the Evidence Vault Admin default user group can view, add, update, delete and disable/activate users. Users in the Case Investigator default user group can view all users. Users in the External Users default user group do not have access to this page.

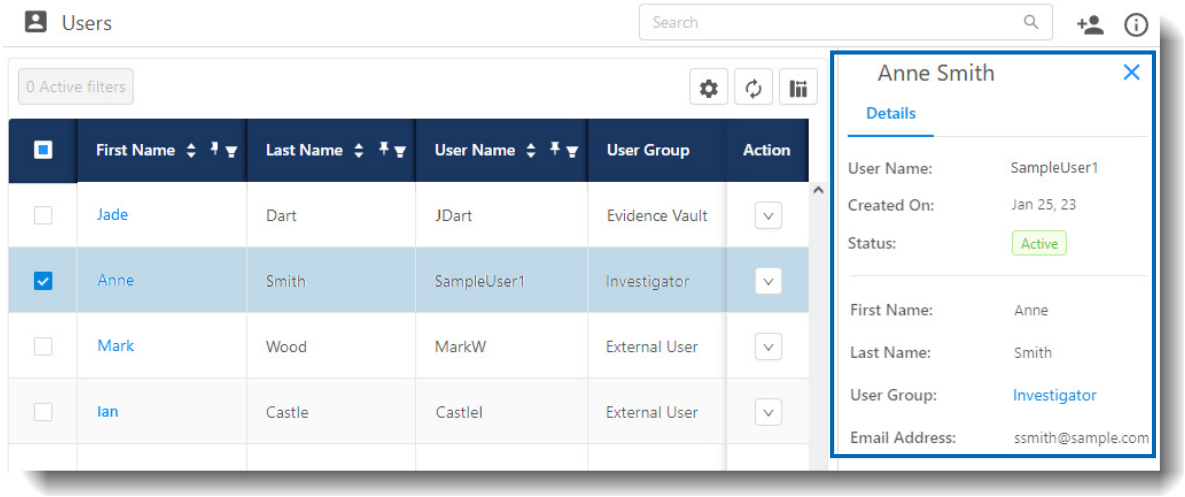


The following information is available on the **Users** page.

Information	Description
First Name	The first name of the user. You can select this link to view the user account.
Last Name	The last name of the user.
User Name	The user name to identify the user and for log in. The user name can contain only letters and numbers, no special characters or accents.
User Group	The user group defines the permissions for the user. Each user is assigned to one user group. There are 3 default user groups, or custom user groups can be created (see “Creating Custom User Groups” on page 84)
Status	The status of the user: • **Invited** - An email has been sent to invite this user to log in to the Evidence Vault and activate their account. • **Active** - The user has logged into the Evidence Vault and the account is active. • **Disabled** - The user account is disabled. This user cannot access the Evidence Vault. • **Invite Expired** - The user has not activated their account, and the invite has expired. If a user does not activate their account within 3 days (72 hours), the invite expires. An administrator can send a verification email to allow the user to activate the account.
Created On	The date and time the user was created.

Information	Description
Action	The available actions for each user: • **Change User Group:** Requires the "User Management > Update" permission. Only members of the Evidence Vault Admin user group can assign other users to the Evidence Vault Admin user group. Users cannot change their own group. Assigns the selected user to a different user group. • **Delete:** Requires the "User Management > Delete" permission. Deletes the selected user. • **Disable or Activate:** Only members of the default Evidence Vault Admin user group can disable or activate other users. Disables or Activates the selected user. **Note:** You can only activate a user when their status is Disabled. You cannot activate a user with status Invited - a user must activate their own account when Invited. Evidence Vault Admin users can disable all other users except themselves. Evidence Vault Admin users can activate all other users except themselves. • **Send Verification Email:** Requires the "User Management > Add" permission. Re-sends the email allowing a user to activate their Evidence Vault account (to a user with a status of "Invited" or "Invite Expired").

The **View Details** button allows you to view details about a selected user.



The following information is available on the details panel.

Information	Description
User Name	The user name.
Created On	The date this user was created.
Status	The status of the user, for example, Active or Invited.
First Name, **Last Name**	The user's first and last name.
User Group	The user group that this user is a member of. Only one group per user. A user's group membership defines their user permissions.
Email Address	The email address associated with this user.

Viewing User Groups

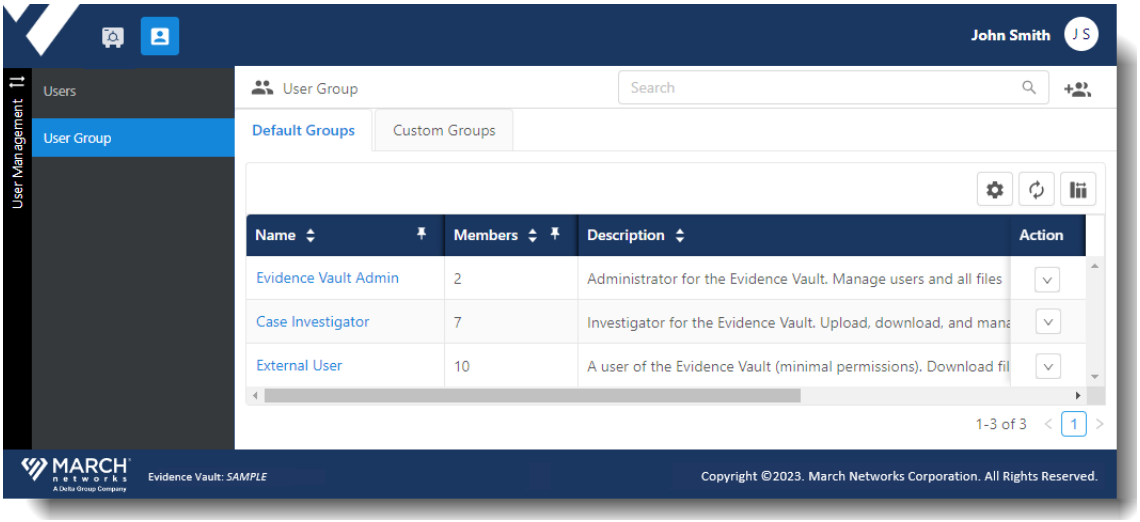
Selecting **User Management** > **User Group** displays the **User Group** page.

Users in a group with the **User Group Management > View** permission can see the User Group page.

On this page, you can view all Evidence Vault user groups. Depending on your user permissions, you can also, add, update, and delete user groups.

Users in the Evidence Vault Admin default user group can view, add, update, and delete custom user groups. Users in the Case Investigator default user group can view all user groups. Users in the External User default user group do not have access to this page.

The default user groups help you define user roles, described in “Default User Groups” on page 75. You cannot add, edit, or delete the default groups.



The following information is available on the Default Groups and the Custom Groups pages.

Information	Description
Name	The name of the user group. The name is a link that you can select to open the details for that user group.
Members	The number of members in the user group.
Description	Description for the user group.
Action	The available actions for each user group: • **Create New Group From** - Creates a new user group based on this group. The new user group is created with all the same permissions as the original, then you can edit the permissions of the new group as desired. **Note:** You cannot create a new group from the Evidence Vault Admin group. • **Delete** - Deletes a custom user group. You cannot delete any of the default user groups.

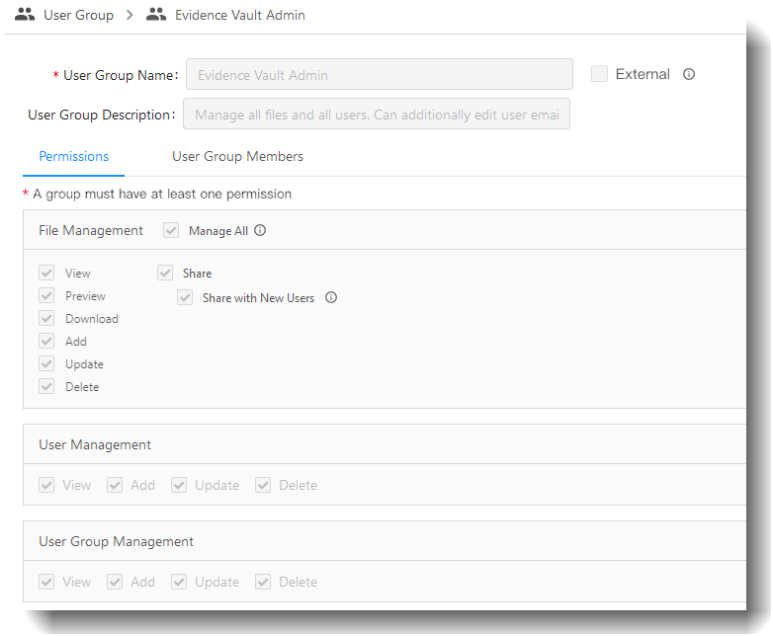
Available Permissions

This section describes the available permissions. You apply permissions to user groups, then assign users to a group. For example, if you want to create an administrator user, you can assign them to the default Evidence Vault Admin user group.

The user group you assign to a user determines the user permissions they are granted. User Group permissions are inherited by all the users in the user group.

If you want to change a user's permissions, you must either change that user's group, or change the permissions assigned to their user group. If you change a user group's permissions, it affects every user that is a member of that user group.

For more information, see "Changing the User Group Assigned to a User" on page 88 or "Editing Custom User Groups" on page 90.



Evidence Vault Admin
default group permissions

There are four basic categories of permission: External, File Management, User Management, and User Group Management. These categories are described in the following sections.

External Permissions

The **External** check box, found at the top of the User Group page, acts as a flag to hide non-essential information from users. These are users that you want to share files with, but they may not be a trusted member of your organization. When this flag is selected:

- You cannot select the “Manage All” or the “Share” check box in the File Management section.
- The following information is hidden from the users in this group:
  - Download Limit and Storage information
  - For files: the file Owner, the Created On date, and the name of the person that last modified a file note, the Activity tab in the Details panel, details of the user that shares files you own.
  - Evidence Vault table columns: Owner, Created On, and Shared With are hidden. Instead, an External User sees Shared By and Shared On columns.

File Management Permissions

The available File Management permissions are outlined in the following table.

File Management Permissions

Permission	Description
Manage All	Manage all files in the system (owned by any user). Includes all permissions (view, preview, download, add, update, delete, share, share with new users).
View	View your own files and files that are shared with you. View the Evidence Vault menu, download and storage information, list of files and file details, your basic account information (and edit first and last name, if required). View the activity tab for your own files. Remove sharing (stop viewing) files that are shared with you.
Preview	Open and preview the video or image from your own files and files that are shared with you. See “Previewing Evidence Files” on page 41. **Note:** Previewing a file counts toward the Download Limit (the amount of files you can download from the Evidence Vault).
Download	Download your own files and files that are shared with you. Without this right, the Download option (in the Action column) does not appear for the files in the Evidence Vault. **Note:** Counts toward the Download Limit (the amount of files you can download from the Evidence Vault).

File Management Permissions

Permission	Description
Add	Add (upload) files to the Evidence Vault and create folders in the Evidence Vault. Without this right, the Upload button does not appear at the top of the application. See "Uploading Evidence Files" on page 36 and "Creating Folders in the Evidence Vault" on page 45. **Note:** If a folder is shared with "View" permission, you cannot add to the folder even with "File Management > Add" permission. If a folder is shared with "View & Add" permission, you also require the "File Management > Add" permission to add content to the folder.
Update	Edit your own files and folders. This includes the right to rename, set/clear expiry date, add/delete tags, add/edit notes, and move the files and folders.
Delete	Delete your own files and folders. **Note:** You can only delete a folder if it is empty.
Share	Share files with other users who are already active users in the Evidence Vault.
Share with New Users	Share files with new users, by inviting them to activate an account in the Evidence Vault. Invited users are automatically added to the default External User group with limited permissions, and are able to view the files shared with them. (You can change their user group later, if desired.)

User Management Permissions

The available User Management permissions are outlined in the following table.

User Management Permissions

Permission	Description
View	View the list of users in the User Management > Users page.
Add	Create one or more users, and send the verification email (to allow new users whose invite has expired to activate their account). Only members of the Evidence Vault Admin group can add another users as members of the Evidence Vault Admin group.
Update	Edit other users (edit first and last name, change assigned user group). You cannot change your own user group. Only members of the Evidence Vault Admin group can update other Evidence Vault Admin group members.
Delete	Delete one or more users. You cannot delete your own user account. Only members of the Evidence Vault Admin group can delete other Evidence Vault Admin group members.

User Group Management Permissions

The available User Group Management permissions are outlined in the following table.

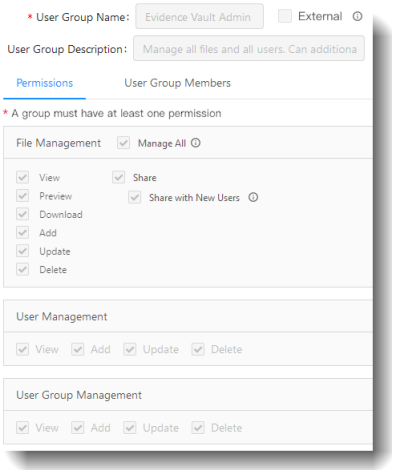
User Group Permissions

Permission	Description
View	View the list of user groups in the User Management > User Group page.
Add	Create one or more custom user groups. **Note:** You can create totally new custom groups, or use the **"**Create New Group From" action to copy an existing group (all permissions are copied from the existing group, then can be edited).
Update	Edit the custom user groups. You cannot edit permissions of your own group.
Delete	Delete custom user groups. You cannot delete a group if it has members. The members must be re-assigned to other groups first.

Default User Groups

The default user groups for the Evidence Vault cannot be deleted or edited. The permissions assigned to the default groups define the user type.

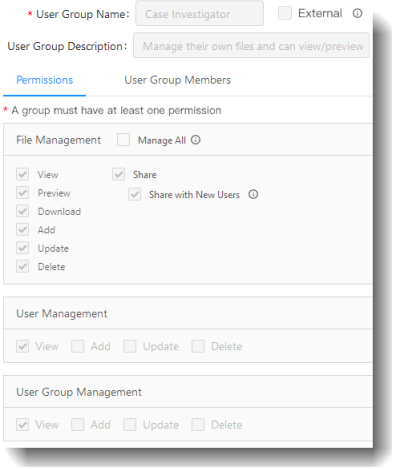
Evidence Vault Admin



Default permissions:

- File Management: Manage All
  - Includes all file management rights: can manage any file from any user.
- User Management: View, Add, Update, Delete.
  - Includes other users in the Evidence Vault Admin group.
  - Can edit the email addresses of other users.
  - Can activate and disable other users.
- User Group Management: View, Add, Update, Delete.

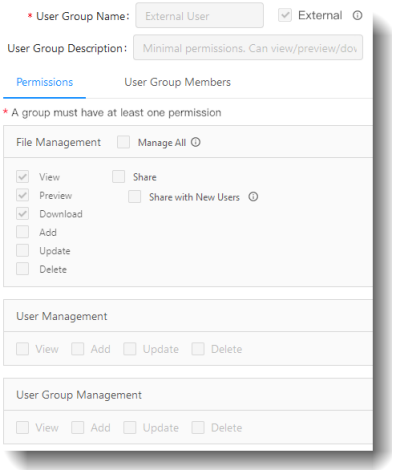
Case Investigator



Default permissions:

- File Management: View, Preview, Download, Add, Update, Delete, Share, Share with New Users
- User Management: View
- User Group Management: View

External User



Default permissions:

- External check box: hides non-essential information
- File Management: View, Preview, Download.

Searching for Users or User Groups

Users in a group with the **User Management > View** permission can search for users. Users in a group with the **User Group Management > View** permission can for user groups.

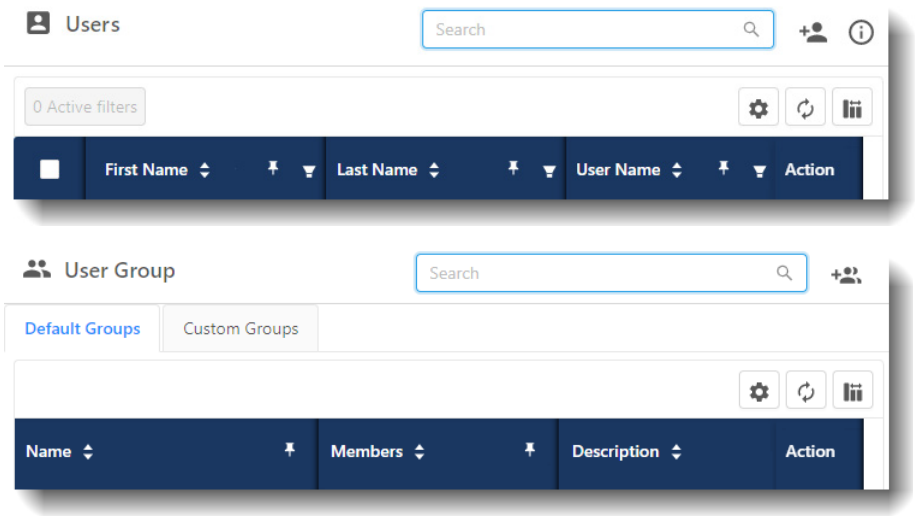
Users in the Evidence Vault Admin and Case Investigator default user groups can search the user and user group lists.

Users in the External User default user group do not have access to User Management.

To search for users or user groups

1 Open the **User Management** > **Users** tab or the **User Management** > **User Group** tab.

The **Search** box is at the top of either window.



2 Enter text into the **Search** box.

For users, the system searches the **First Name**, **Last Name**, and **User Name** columns.

For user groups, the system searches the **Name** column.

3 Select the search button or press **Enter** on your keyboard to activate the search.

The list refreshes to display only the users or user groups that match your text.

Creating Users

Users in a group with the **User Management > Add** permission can create users.

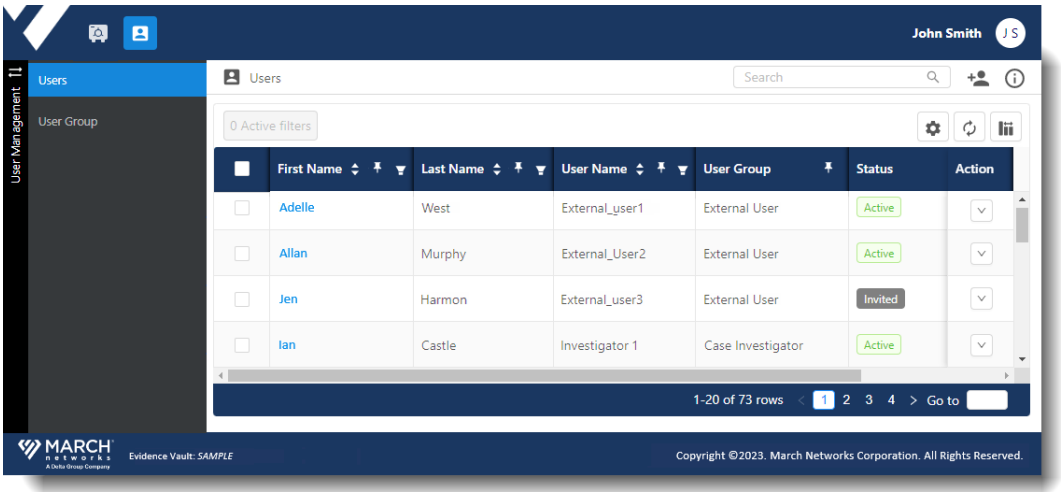
Users in the Evidence Vault Admin default user group can create all types of new user (Evidence Vault Admins, Case Investigators, External Users). Users in the Case Investigator default user group cannot create users, they can only view users. Users in the External Users default user group do not have access to the Users page.

Note: Only users in the Evidence Vault Admin default user group can assign other users to the Evidence Vault Admin default group. For example, a user in a custom group with the User Management > Add permission can create a new user, but cannot assign them to the Evidence Vault Admin default user group.

To create a new user

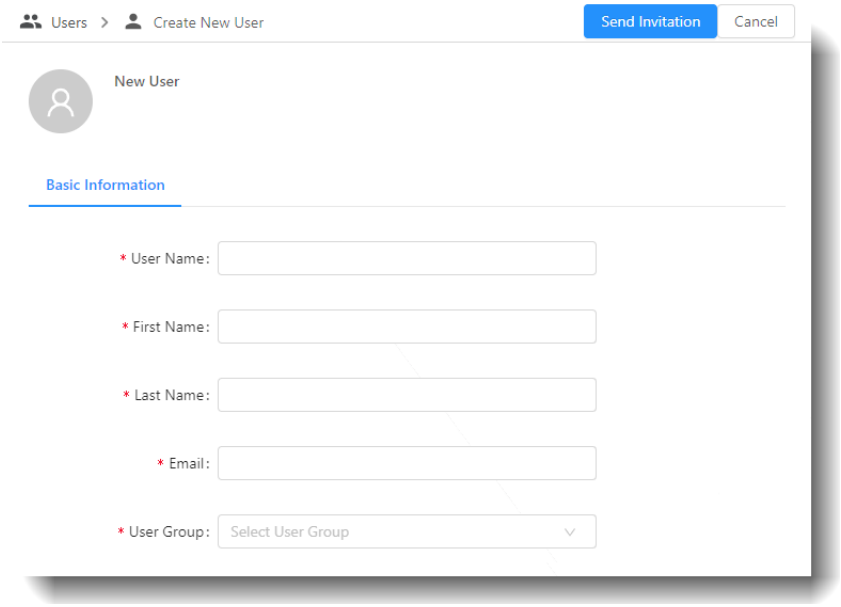
1 Log in to the Evidence Vault as an Administrator and select **User Management** **> Users**.

The **Users** page appears.



2 In the top right corner, select the **Create New User** button.

The **Create New User** page opens.



Enter the following information for the new user. Mandatory information has a red asterisk (*).

Information	Description
User Name	The user name to identify the user and for log in. The user name can contain only letters and numbers, no special characters or accents.
First Name	The first name of the user.
Last Name	The last name of the user.
Email	The email address of this user. **Note:** It is essential that this is a valid email address, as the system activates the account and communicates information and shared files using this email address.
User Group	Select a user group, which determines the user permissions. The following user groups are the default groups for the Evidence Vault: • External User • Case Investigator • Evidence Vault Admin You can alternatively assign the user to a custom user group. User groups have permissions which are assigned to the user as a part of the group. You can only assign one user group per user.

3 Select **Send Invitation**.

An email is sent to this person to invite them to log in to Evidence Vault.
The user is added to the Users list with a status of **Invited**. When the user logs into the Evidence Vault, the status changes to **Active**.

Editing Users

Users in a group with the **User Management > Update** permission can edit users.

You can change a user's first and last name, and/or assign them to a different user group.

Users in the Evidence Vault Admin default user group can update all types of user (Evidence Vault Admins, Case Investigators, External Users). Users in the Case Investigator default user group cannot update users, they can only view users. Users in the External Users default user group do not have access to the Users page.

Notes:

- Only users in the Evidence Vault Admin default user group can edit other users in the Evidence Vault Admin default group.
- Only users in the Evidence Vault Admin default user group can edit other users' email addresses.
- Users cannot change their own user group.

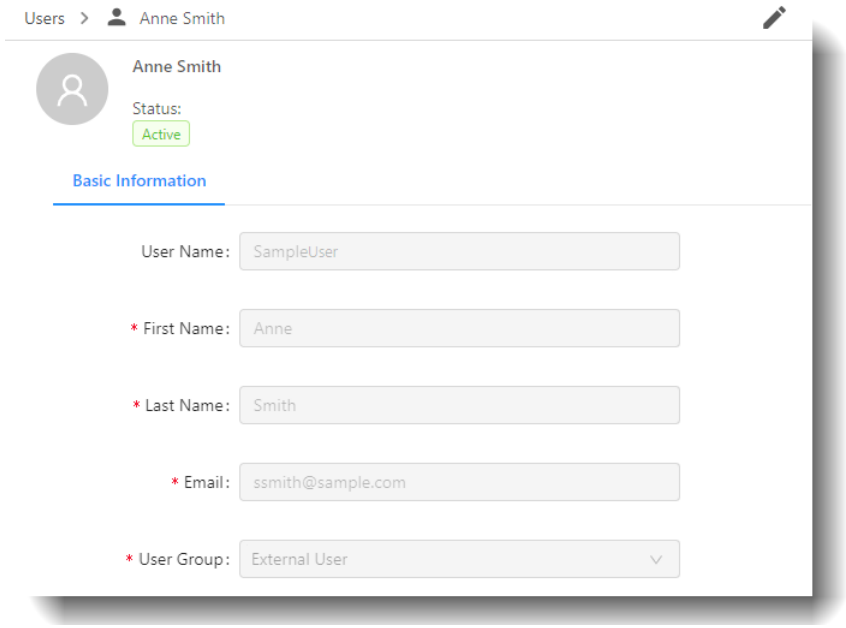
To edit a user

1 Log in to the Evidence Vault as an Administrator and select **User Management** **> Users**.

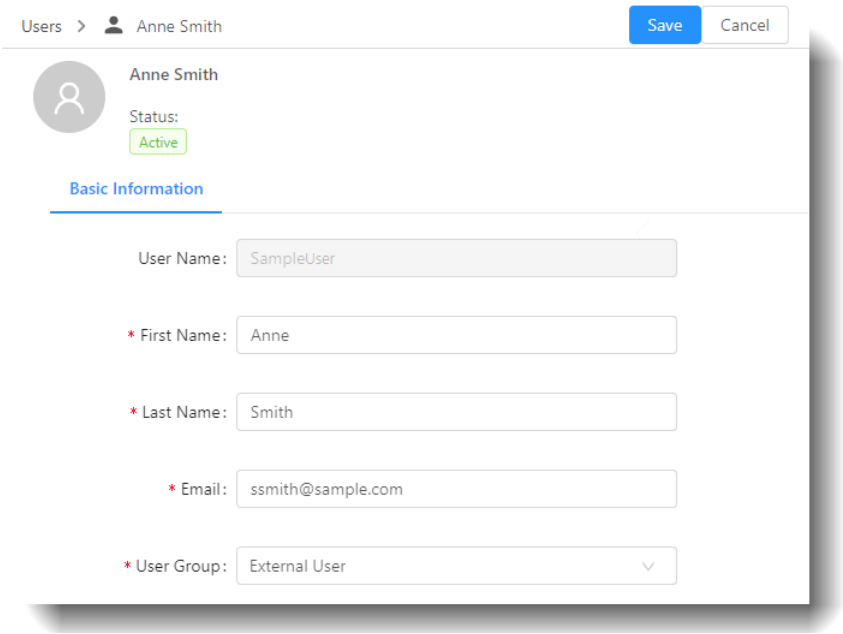
The **Users** page appears.

2 Find the user you want to edit, and select their name in the **First Name** column.

The user information page opens. (External User information page shown.)



3 Select the pencil icon in the upper right corner to change the page to edit mode.



4 You can now edit any of the fields in the **Basic Information**, except for the User Name.
Note: Only users in the Evidence Vault Admin default user group can edit email addresses.
You can change the group assigned to this user, to alter their permissions (one group per user).
You cannot change your own user group.

5 Click **Save**.
The system saves the edits to this user.

Disabling and Activating Users

When a user is in the Active state, the user can be disabled to deny them access to the Evidence Vault.

Users in the Evidence Vault Admin default user group can disable any other user with an Active status. Evidence Vault Admin users cannot disable themselves.

When a user is in the Disabled state, the user can be re-activated. The same rules apply: an Evidence Vault Admin can activate other users.

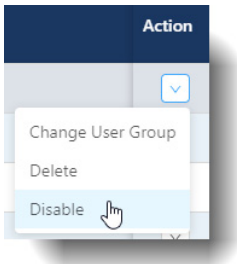
Note: Users in other user groups (default or custom) cannot disable or activate users, these activities are exclusive to the Evidence Vault Admin default user group.

To disable a user

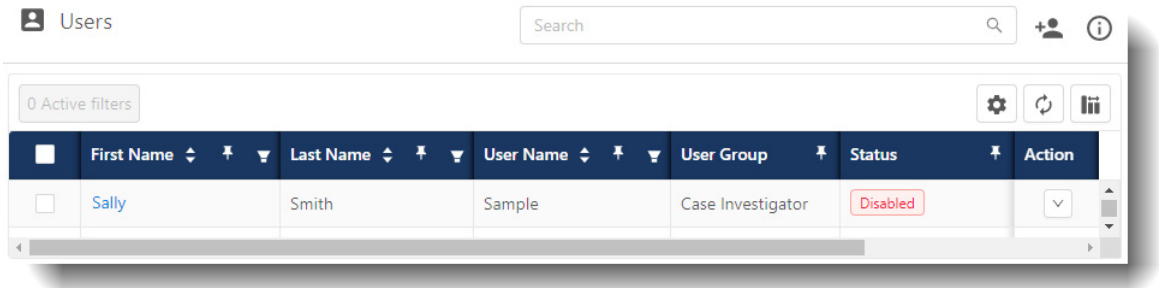
1 Log in to the Evidence Vault as an Evidence Vault Admin and select **User Management** > **Users**.

The **Users** page appears.

2 Find the user you want to disable, and in the **Action** column for the user, select **Disable**.



When you disable the user, the Status of the user in the User list changes to **Disabled**, and this user is no longer able to log into the Web Client.

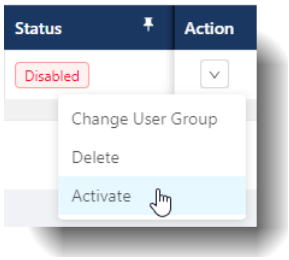


To activate a disabled user

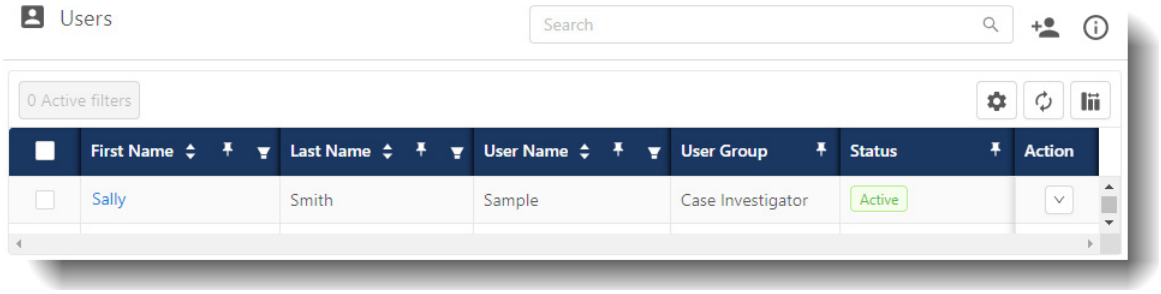
1 Log in to the Evidence Vault as an Evidence Vault Admin and select **User Management** > **Users**.

The **Users** page appears.

2 Find the disabled user you want to activate, and in the **Action** column for the user, select **Activate**.



When you activate the user, the Status of the user in the User list changes to **Active**, and this user can log in and use the Web Client again.



Deleting Users

All the user's data is permanently removed when you delete them. You can delete a user in any state (Invited, Active, Disabled).

Users in a group with the **User Management > Delete** permission can delete users.

You can delete a single user, or multiple users at the same time. You cannot delete your own user account.

Users in the Evidence Vault Admin default user group can delete users. Users in the Case Investigator and External Users default user groups cannot delete users.

Note: Only users in the Evidence Vault Admin default user group can delete other users in the Evidence Vault Admin default user group.

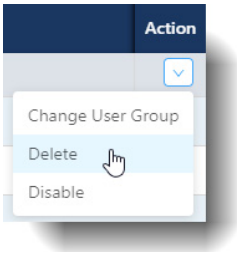
To delete one or more users

1 Log in to the Evidence Vault and select **User Management** **> Users**.

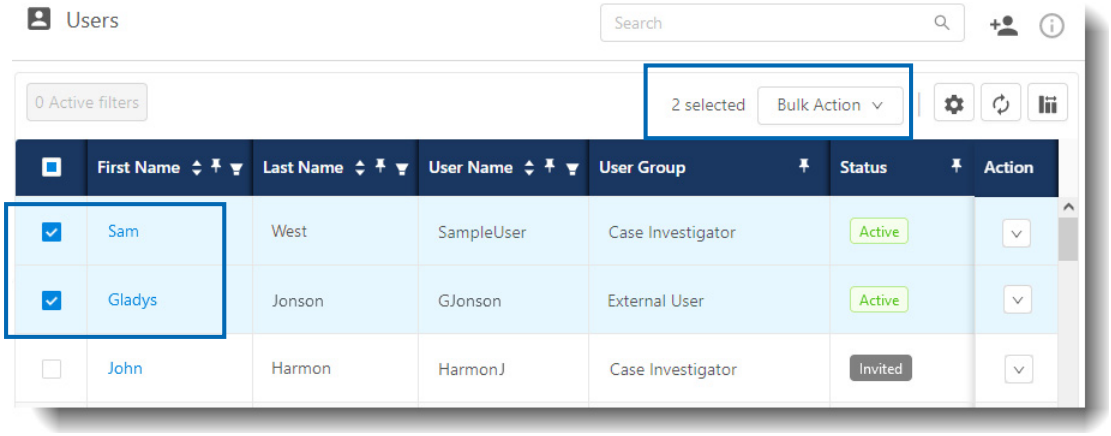
The **Users** page appears.

2 Find the user or users you want to delete, and either:

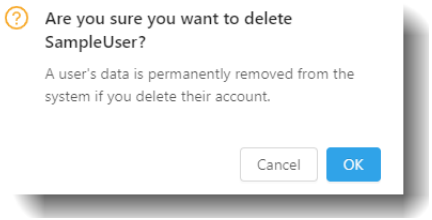
- To delete one user, in the **Action** column for that user, select **Delete**.



- To delete multiple users at the same time, select the check boxes of the users you want to delete. The Bulk Action list appears at the top right of the user list. Select **Delete**.



3 A confirmation dialog appears, checking that you really want to permanently delete the user or users, and all their data.



4 Select **OK** to complete the deletion.

Creating Custom User Groups

Users in a group with the **User Group Management > Add** permission can create custom user groups.

Custom user groups allow you to create groups with a different set of permissions from the default user groups.

You can create a totally new group, or you can copy an existing group and edit the permissions.

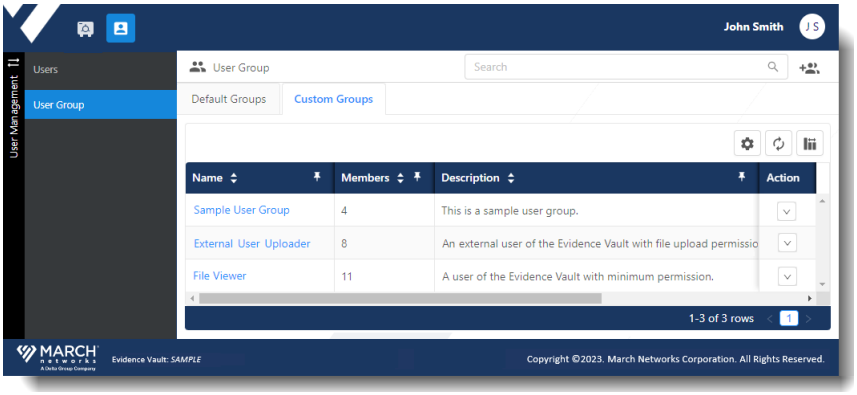
Users in the Evidence Vault Admin default user group can create custom user groups. Users in the Case Investigator and External Users default user groups cannot create custom users groups.

Users are added to a user group when you create or edit a user, see “Creating Users” on page 77 or “Editing Users” on page 79.

User Group permissions are inherited by all the users added to the user group.

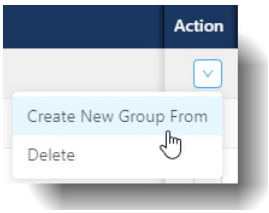
To add a custom user group

1 Open the User Management > User Group page. Custom Groups are listed in the subtab.



2 Select the **Create New User Group** button from the top right corner of the page.

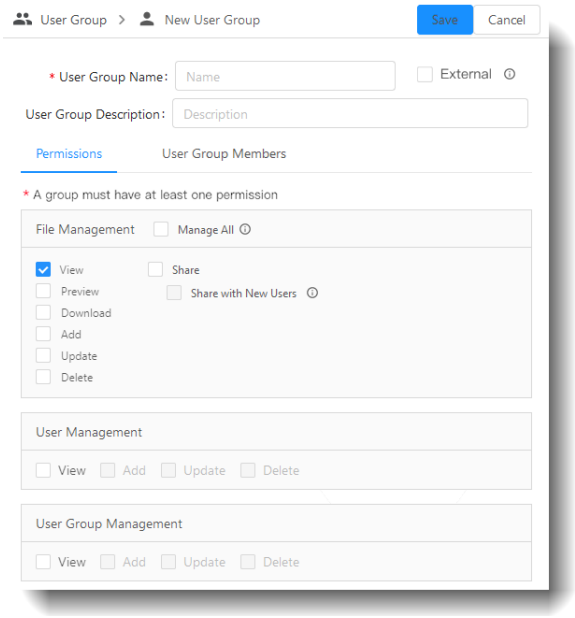
Note: You can also create a new user group from an existing user group, if you want to create a new group with the same permissions as the existing group, and edit the permissions once the group is created.
Find the user group with the permissions you want to copy, and in the Action column, select the **Create New Group From** option.
(You cannot create a new group from the Evidence Vault Admin user group.)



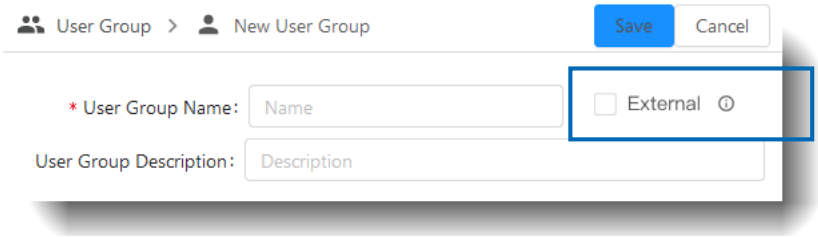
The **New User Group** page opens.

You can add a name (required) and a description (optional) for the user group.

Note: If you used the **Create New Group From** option to create the new group, the name, description, and permissions are populated, and you can edit them to create the new group.



3 The **External** check box appears beside the User Group Name, and acts as a flag to hide non-essential information from users. A user group marked External is intended for users that you want to share files with, but may not be trusted members of your organization.

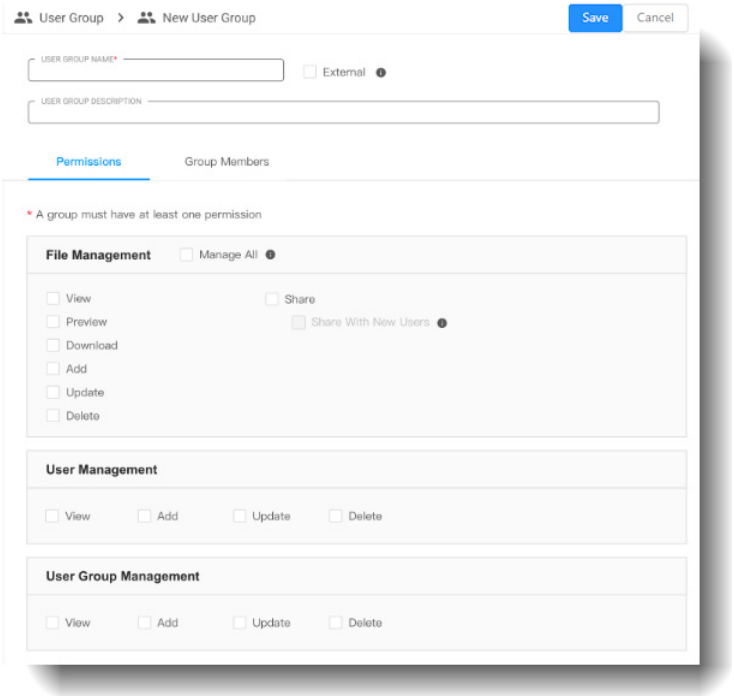


If you select the **External** check box, you cannot select **Manage All**, **Share**, or **Share with New Users** in the File Management permissions.

The following information is hidden from users when the **External** check box is selected:

- **Download Limit** and **Storage** information
- For files: the file Owner, the Created On date, and the name of the person that last modified a note, the Activity tab in the Details panel, details of the user that shares files you own.
- Evidence Vault table columns: **Owner**, **Created On**, and **Shared With** are hidden. Instead, an External User sees **Shared By** and **Shared On** columns.

4 In the **Permissions** tab, available permissions are listed. These are the rights that you can assign to this user group, for **File Management**, **User Management**, and **User Group Management**.



5 Select the permissions for the new group, as described in the following table. You must select at least one permission for each user group.

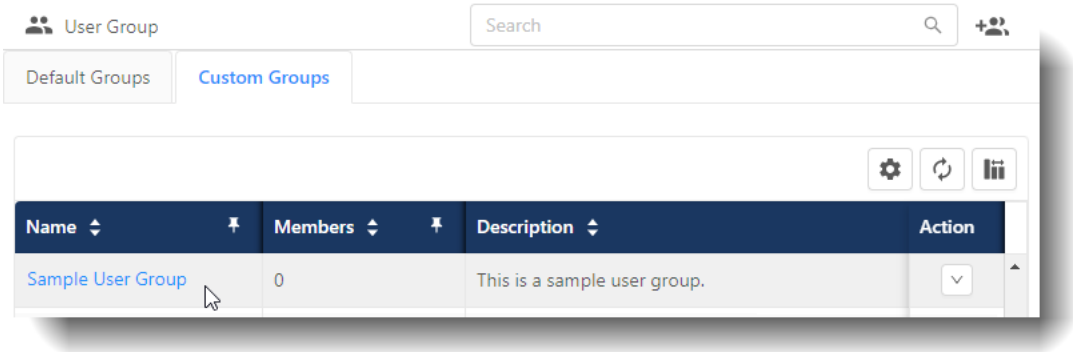
Permissions	Description
File Management	Select what this group can do with files (including folders). Permissions for file management include **Manage All**, **View**, **Preview**, **Download**, **Add**, **Update**, **Delete**, **Share**, and **Share with New Users**. **Manage All** automatically selects all the available permissions for file management. **Note:** You cannot select **Manage All**, **Share**, or **Share with New Users** if the **External** check box is selected. See “File Management Permissions” on page 72 for descriptions.
User Management	Select what this group can do with users. Permissions for user management include **View**, **Add**, **Update**, and **Delete**. See “User Management Permissions” on page 73 for descriptions.
User Group Management	Select what this group can do with user groups. Permissions for user group management include **View, Add, Update, and Delete**. See “User Group Management Permissions” on page 74 for descriptions.

6 You can select the **User Group Members** tab, but when you first create a new user group there are no members.

Users are added to a user group when you create or edit a user. To add users to your custom user group after it is created, see “Changing the User Group Assigned to a User” on page 88.

7 When you are finished setting the basic information and permissions for the user group, select the **Save** button.

The **User Group > Custom Groups** page appears, with the new user group added to the list. The new user group does not have any members until you add the user group to a user’s account.



Changing the User Group Assigned to a User

You can change the user group assigned to a user. User groups are how you allocate permissions to users. You can assign users to a custom user group or to a default user group.

Notes:

- Only one user group can be assigned per user. Each user requires a user group for permissions.
- You can also change the user group assigned to a user by editing their user information, as described in "Editing Users" on page 79.
- You cannot change your own user group.

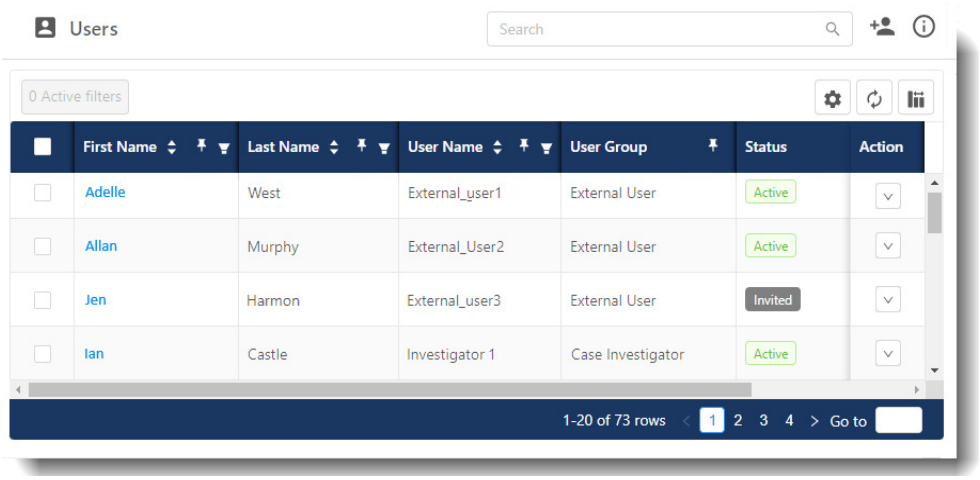
Users in a group with the **User Management > Update** permission can assign users to a different user group.

Users in the Evidence Vault Admin default user group can assign users to groups. Users in the Case Investigator and External Users default user groups cannot assign users to groups.

To assign a user or users to a different user group

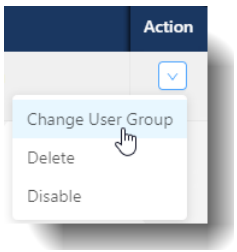
1 Log in to the Evidence Vault as an Administrator and select **User Management** **> Users**.

The **Users** page appears.



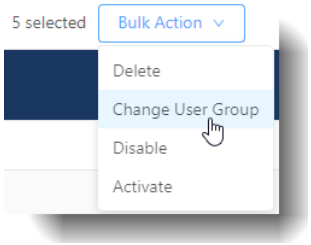
2 Find the user or users you want to assign to a different user group.

- For a single user, in the **Action** column of the user, select **Change User Group**.

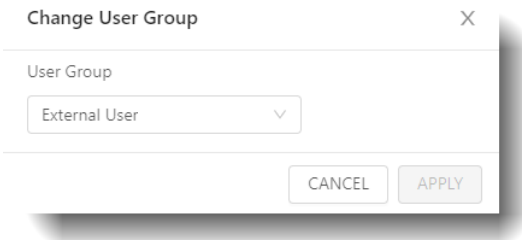


- For multiple users, select all the users in the list. When you select multiple users, the **Bulk Action** list appears at the top right of the list.

  In the Bulk Action list, select **Change User Group**.



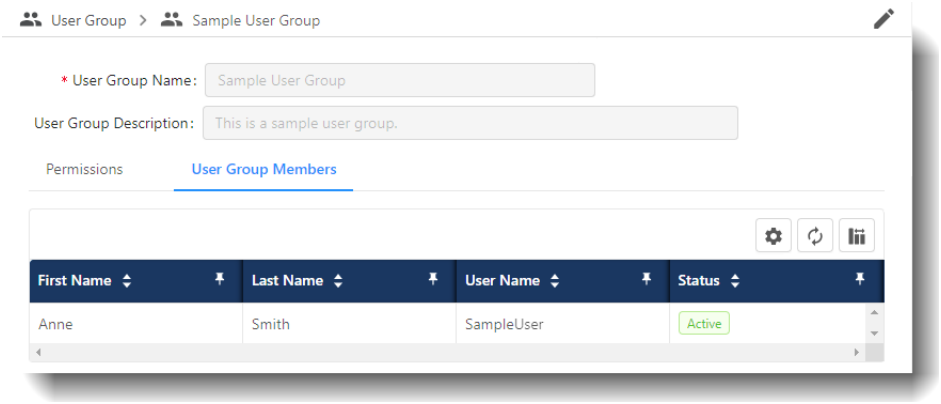
The **Change User Group** dialog appears.



3 Select a new User Group from the drop-down list and select **Apply**.

4 When you view the user groups you just assigned the user(s) to, or removed the user(s) from (select **User Management** **> User Group**), the changes are in effect.

  If you just assigned a user, the user is displayed in the **User Group Members** tab as a member.



If you removed a user, the user is not displayed as a user group member anymore.

The following information is available for users in the group, on the **User Group Members** tab:

- **First Name** — The first user name of the user in the user group.
- **Last Name** — The last user name of the user in the user group.
- **User Name** — The user name of the user in the user group.
- **Status** — The status of the user in the user group, for example, Active or Invited.

Note: You can also change the user group assigned to a user by editing their user information, as described in "Editing Users" on page 79.

Editing Custom User Groups

Users in a group with the **User Group Management > Update** permission can edit custom groups.

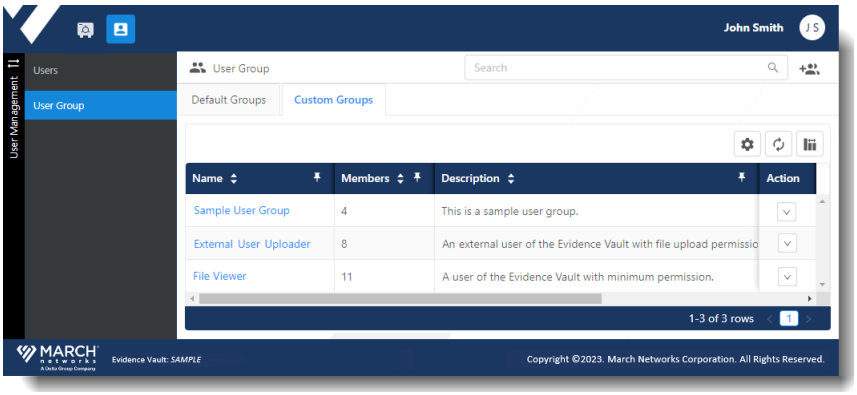
Users in the Evidence Vault Admin default user group can edit custom groups. Users in the Case Investigator and External Users default user groups cannot edit custom groups.

You can edit the basic information and permissions for a custom user group. You cannot edit the default user groups.

Important: When you change a user group's permissions, it affects every user that is a member of the user group.

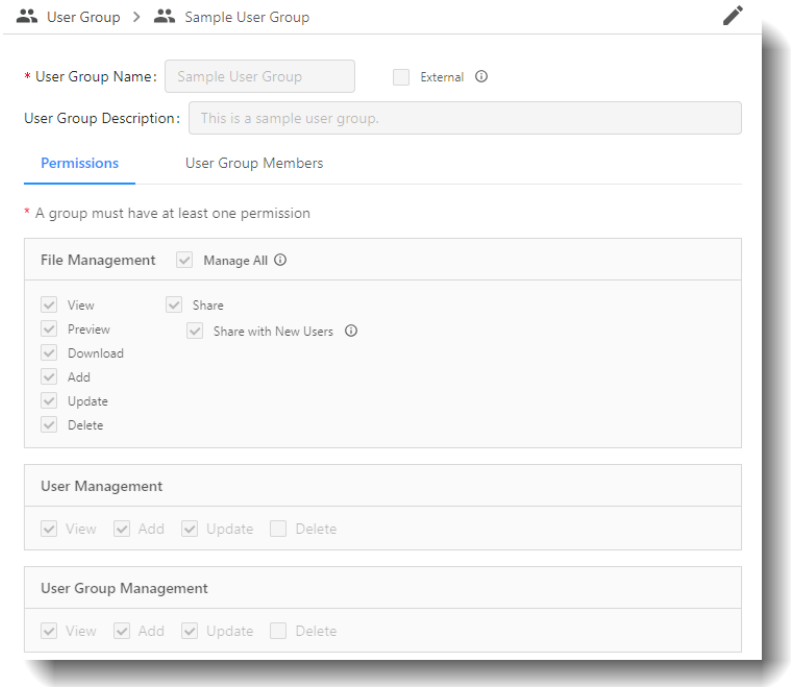
To edit a custom user group

1 Open the User Management > User Group page and select the **Custom Groups** subtab.



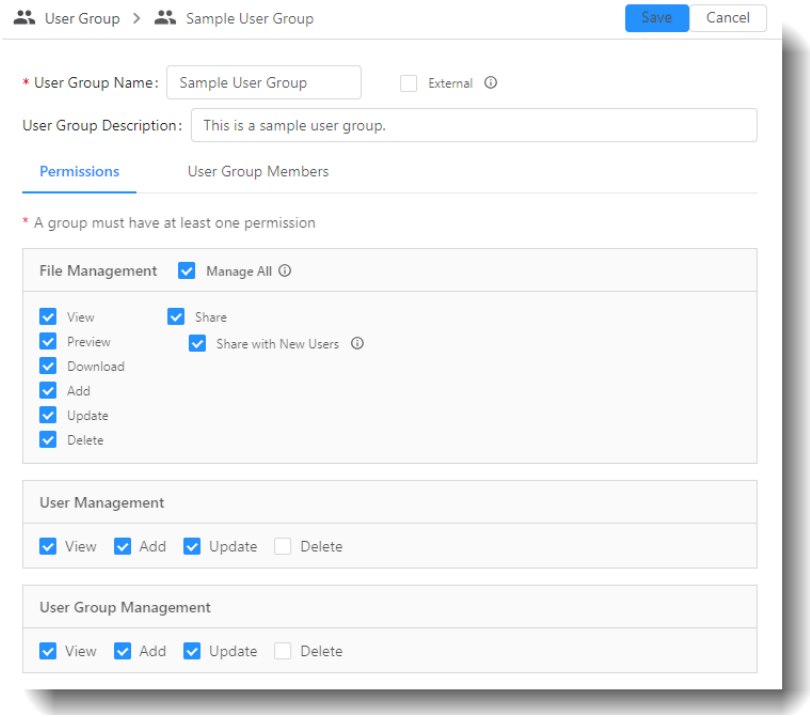
2 Find the custom user group you want to edit, and select the link in the **Name** of the group.

The user group details appear in view only mode.



3 Select the pencil icon in the upper right corner to change the page to edit mode.

The **Save** and **Cancel** buttons appear (replacing the pencil icon) and the details become available for editing.



4 You can now edit the User Group Name or description.

5 You can change the permissions of the user group, if permitted.

Important: When you change the user group's permissions, it affects every user that is a member of the user group.

For more information on permissions, see "Available Permissions" on page 71.

6 You can select the **User Group Members** tab to view the members of the group.

Note: You cannot add or remove users from the user group on this page. To add or remove users from the user group, you must access the user pages, as described in "Changing the User Group Assigned to a User" on page 88.

7 When you are finished editing the user group, select **Save**.

Deleting Custom User Groups

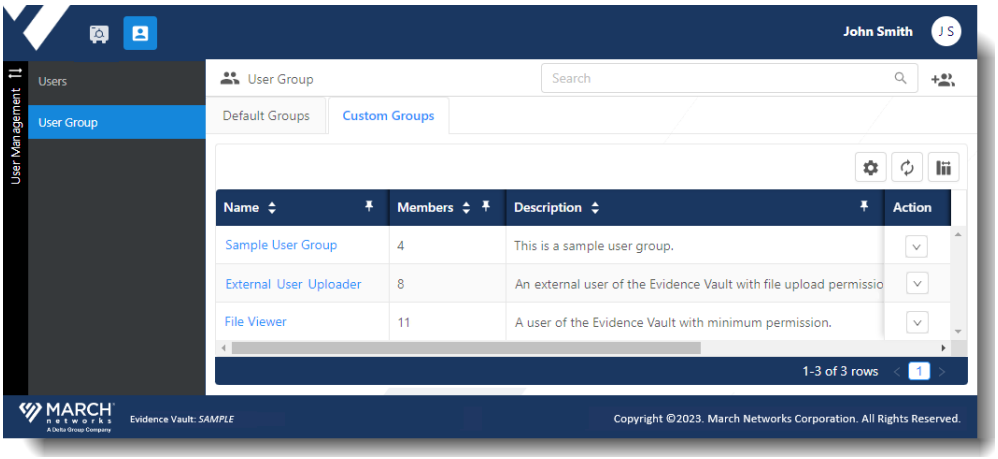
You cannot delete a custom user group that has users. You must re-assign the users to a different group before you can delete the custom group.

Users in a group with the **User Group Management > Delete** permission can delete custom user groups.

Users in the Evidence Vault Admin default user group can delete custom user groups. Users in the Case Investigator and External Users default user groups cannot delete custom user groups.

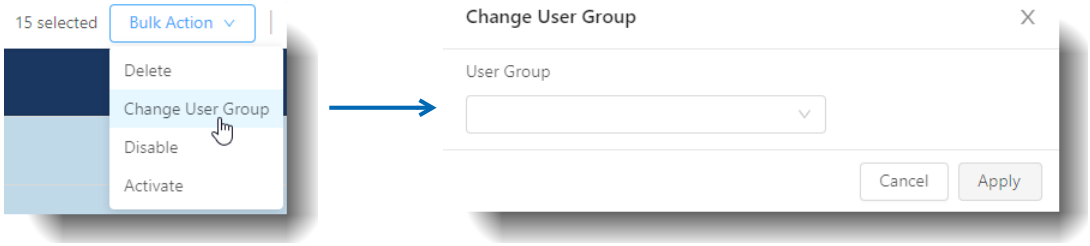
To delete a user group

1 Open the User Management > User Group page and select the **Custom Groups** subtab.



2 If the user group has one or more members, you must remove them from the group before you can delete it.

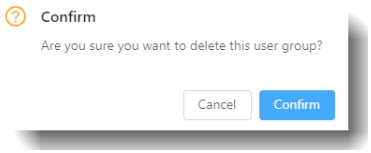
In the Users page, you can select all the users that are members of the group, then select **Change User Group** from the Bulk Action menu, and assign the users to a different group.



Note: You can also edit users individually to change their group, see “Editing Users” on page 79.

3 When the user group is empty (0 members), select **Delete** from the Action column.

A dialog appears to confirm the delete.



4 Select **Confirm**.

Chapter 5

Quick Reference: User Activities & Default User Groups

The Evidence Vault has three default user groups, with different permissions: the Evidence Vault Admin, the Case Investigator, and the External User.

This chapter compares the default user groups and the activities each has permission to perform in the Evidence Vault.

For more information on the default user groups and permissions, see "Default User Groups" on page 75 and "Available Permissions" on page 71.

This chapter contains the following quick reference sections:

- "General Activities" on page 94
- "User Management Activities" on page 94
- "File Management Activities" on page 95

General Activities

The following table outlines the general activities for each default user group in the Evidence Vault.

Activity	Permission Required	Evidence Vault Admin	Case Investigator	External User
View the Download Limit and Storage information	File Mng > View When the **External** check box is selected, this info is hidden.	✓	✓	
View your own Basic Information (From the Account menu selection in the user name icon menu)	File Mng > View	✓	✓	✓
Edit your own first and last name in Basic Information (From the Account menu selection in the user name icon menu)	File Mng > View	✓	✓	✓
Change your own password. (From the Account menu selection in the user name icon menu)	File Mng > View	✓	✓	✓

User Management Activities

The following table outlines the user management activities for each default user group.

Activity	Permission Required	Evidence Vault Admin	Case Investigator	External User
Access the Users and User Group tab	User Mng > View User Grp Mng > View	✓	✓	
Edit another user's Basic Information (except for User Name).	User Mng > Update	✓		
Edit own Basic Information (First Name and Last Name only).	User Mng > Update	✓		
Edit another user's email address.	Evidence Vault Admin default group only	✓		
Change another user's user group. (Cannot change own group, only users in the EV Admin default group can change others in the EV Admin default group.)	User Mng > Update	✓		
Add/update/delete users in the Evidence Vault Admin group.	Evidence Vault Admin default group only	✓		
Add new users	User Mng > Add	✓		

Activity	Permission Required	Evidence Vault Admin	Case Investigator	External User
Disable/Activate users	Evidence Vault Admin default group only	✓		
Delete user accounts (Cannot delete own account, only users in the EV Admin default group can delete others in the EV Admin default group.)	User Mng > Delete	✓		

File Management Activities

The following table outlines the file management activities for each default user group.

Activity	Permission Required	Evidence Vault Admin	Case Investigator	External User
View the Evidence Vault Files tab.	File Mng > View	✓	✓	✓
View files – list of image and video files	File Mng > View	✓	✓	✓
Preview files – display full images and play videos in the Evidence Vault	File Mng > Preview	✓	✓	✓
View folders and folder content	File Mng > View	✓	✓	✓
Upload files (cannot upload folders)	File Mng > Add	✓	✓	
Download files (cannot download folders)	File Mng > Download	✓	✓	✓
Create folders	File Mng > Add	✓	✓	
Rename your own files and folders	File Mng > Update	✓	✓	
Rename another user's files and folders	File Mng > Manage All	✓		
Move your own files and folders	File Mng > Update	✓	✓	
Move another user's files and folders	File Mng > Manage All	✓		
Share your own files and folders with existing users	File Mng > Share	✓	✓	
Share your own files and folders with new users (invited users)	File Mng > Share with New Users	✓	✓	
Share another user's files and folders with existing and/or new users	File Mng > Manage All	✓		
Delete your own files and folders	File Mng > Delete	✓	✓	
Delete another user's files and folders	File Mng > Manage All	✓		

Activity	Permission Required	Evidence Vault Admin	Case Investigator	External User
Stop Sharing your own files and folders	File Mng > Share	✓	✓	
Stop Sharing another user's files and folders	File Mng > Manage All	✓		
Remove Sharing (remove your access to a file shared with you)	File Mng > View	N/A [1]	✓	✓
Add files and subfolders to another user's folders	File Mng > Add	✓	If share is View & Add	
Add/remove tags for your own files and folders	File Mng > Update	✓	✓	
Add/remove tags for another user's files and folders	File Mng > Manage All	✓		
View file details (Details panel)	File Mng > View	✓	✓	✓
Edit Notes for your own files (Details panel)	File Mng > Update	✓	✓	
Edit Notes for another user's files (in Details panel)	File Mng > Manage All	✓		
View who last modified a Note for your own files or folders (in Details panel)	File Mng > View	✓	✓	
View who last modified a Note for another user's files or folders (in Details panel)	File Mng > Manage All	✓		
Add/Change/Remove sharing expiry date of your own files and folders	File Mng > Update	✓	✓	
Add/Change/Remove sharing expiry date of another user's files and folders	File Mng > Manage All	✓		
View Activity panel information for your own files and folders	File Mng > View	✓	✓	
View Activity panel information for another user's files and folders	File Mng > Manage All	✓		
View Sharing information for your own files (in "Shared With" table column and in Details panel)	File Mng > Share	✓	✓	
View Sharing information for another user's files (in "Shared With" table column and in Details panel)	File Mng > Manage All	✓		

1. Users with the File Mng > Manage All permission (which includes users in the Evidence Vault Admin default group) do not have the Remove Sharing option, as they can always view all files and folders.

Company Overview

March Networks® helps organizations transform video into business intelligence through the integration of surveillance video, analytics, and data from business systems and IoT devices. Companies worldwide use our software solutions to improve efficiency and compliance, reduce losses and risk, enhance customer service and compete more successfully. With deep roots in video security and networking, March Networks is also recognized as the leader in scalable, enterprise-class video management and hosted services. We are proud to work with many of the world's largest financial institutions, retail brands, cannabis operators and transit authorities, and deliver our software and systems through an extensive distribution and partner network in more than 70 countries. Founded in 2000, March Networks is headquartered in Ottawa, Ontario, Canada. For more information, please visit *www.marchnetworks.com*.

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