GETTING STARTED

Install the app and sign in

Download the Windows installer, get past SmartScreen, check the file, then sign in once your account is activated.

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Before you start

- Choose a plan at **/desktop/start** (crowdsense.events/desktop/start) if you have not yet. The confirmation email links to your account page.
- Pick the computer that will watch the cameras: on the camera network, left switched on, with Windows administrator rights.
- Have each camera's IP address, user name and password to hand.

Install

The current version is 3.7.17, a 168 MB installer.

1 **Download the installer**

Get it from **the download page** (crowdsense.events/desktop/download) on the PC itself. The file is CrowdSense-x64-v3.7.17.msi.

2 **Check the file (optional)**

In PowerShell, run `Get-FileHash .\CrowdSense-x64-v3.7.17.msi` and compare the result with the SHA-256 on the download page.

3 **Run it as an administrator**

Follow the prompts. It installs the app, a background service for the cameras and the Visual C++ runtime it needs.

4 **If Windows SmartScreen appears**

Choose More info, check the publisher, then Run anyway.

Ask us to activate, then sign in

The app installs free, but it will not send results until we have activated your account. This is a short check, usually done the same business day.

1 **Open your account page**

Use the link in your sign-up email. Under “Ask us to activate”, give the computer’s name, its Windows version, your cameras and who needs a login.

2 **Watch for the sign-in email**

Once activated, everyone you listed receives their sign-in for the app and the portal.

3 **Sign in to the app**

Open CrowdSense Desktop on the PC and sign in. That computer now appears in the portal as a location.

4 **Sign in to the portal**

Open cloud.crowdsense.events from any browser to see dashboards and reports.

Keeping the app up to date

The portal’s Locations page shows which version each computer runs. When a new version is released, download it from the download page (crowdsense.events/desktop/download) and run it on the same PC. Keep every computer on the current release.

Still stuck?

Email **support@crowdsense.events** with your account reference (it starts CS-D-), the computer's name and a screenshot of what you see. For sales questions, **contact us** (crowdsense.events/contact).