PORTAL AND REPORTS

Locations, feeds and your team

What a location is in the portal, switching feeds on and off, locking down the app, inviting people and the account settings.

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Locations and feeds

In the portal, a location is one computer running CrowdSense Desktop, and each camera on it is a feed (the portal may call it a channel). The Locations page shows each location online or offline, the app version, the time zone, and every feed's status.

- Rename a location, and set its time zone so reports line up with local hours.
- Set a desktop password, so only people you choose can change the app on that PC.
- Decide what the app on that PC may do: add or remove cameras, change profiles, record, play back, take snapshots, build heatmaps.
- A location offline for seven days or more can be removed.

A camera that is connected is not necessarily counting: its feed must also be enabled in the portal, within the number of feeds on your plan. A camera that sends two streams counts once if only one is analysed.

Invite your team

Every plan includes unlimited users.

1. **Open Team and add a member**
   Enter their email. It must not already have a login on the portal.

2 **Set what they can see and do**

For dashboards, reports, live view, events, locations and settings: none, view only, or edit. Reports also have “edit own only”.

3 **Limit dashboards and locations**

Optionally choose which dashboards and locations they can see at all, for a sponsor or a single venue manager.

4 **They register from the email**

Once they accept, they appear in the team list, where you can edit, disable or remove them.

Account settings

- 12 or 24-hour time, date format, first day of the week, and the default time zone for reports.
- Speed in km/h or mph; distance in metres or feet.
- Emails for status alerts, and email when a camera disconnects.
- Whether reports keep showing data from cameras you have removed.
- API keys and webhooks (see **REST API and webhooks** (crowdsense.events/knowledge-base/desktop/api-and-webhooks)).

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).