MyDTT™ TRAINING GUIDE

Version 2.8

TIP! *Click on a section or topic to jump to page.*

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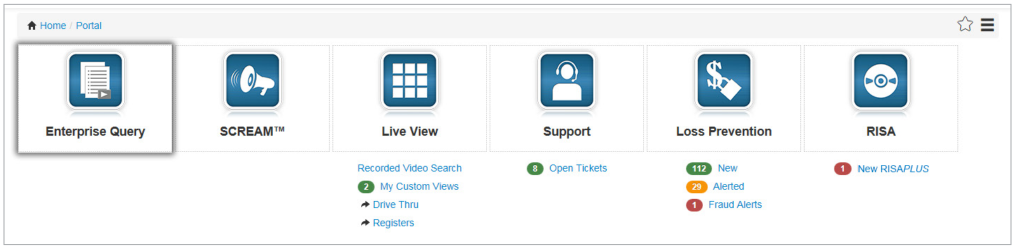
TIP! *Click on a section or topic to jump to page.*

GETTING STARTED

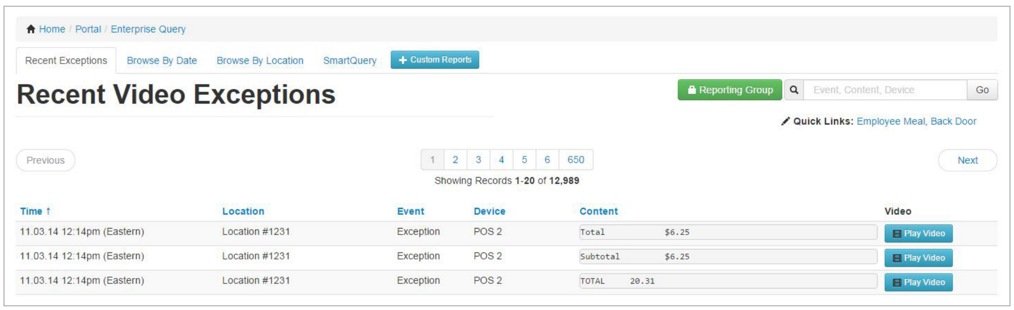
ENTERPRISE QUERY*

View exceptions that take place in all stores across your enterprise based on the filters configured at each DVR. Search by exception type or location.



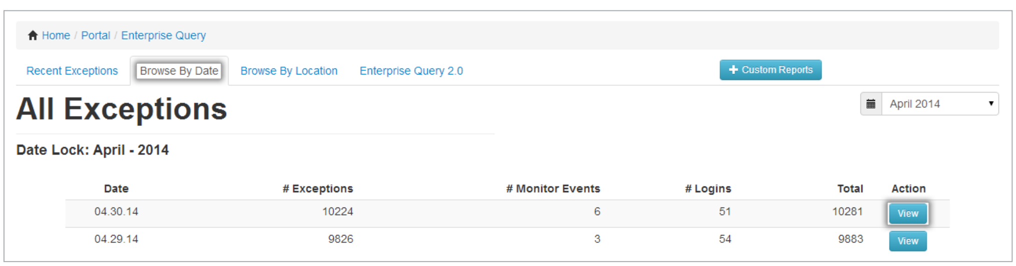
RECENT EXCEPTIONS

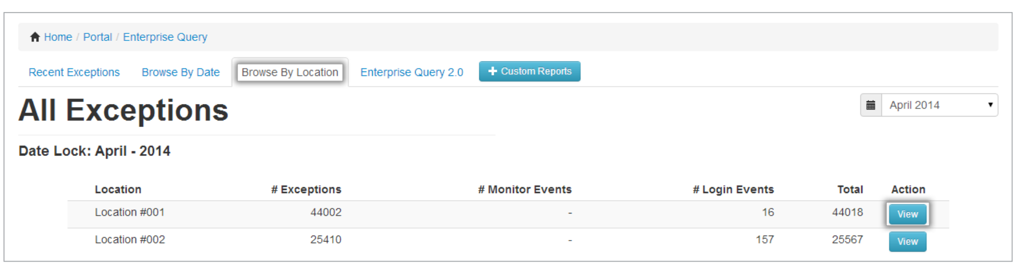
The first tab shows your most recent exceptions. The default view allows you to restrict by location by clicking View in the action column, but you can also view all exceptions by date and location.



ALL EXCEPTIONS

Exceptions older than one day can only be accessed by date and location. You can get there two ways: via **Browse by Date**, or **Browse by Location**. Once you narrow down the date and location, you can then search for a particular item or multiple items like Voids, No Sales, etc.



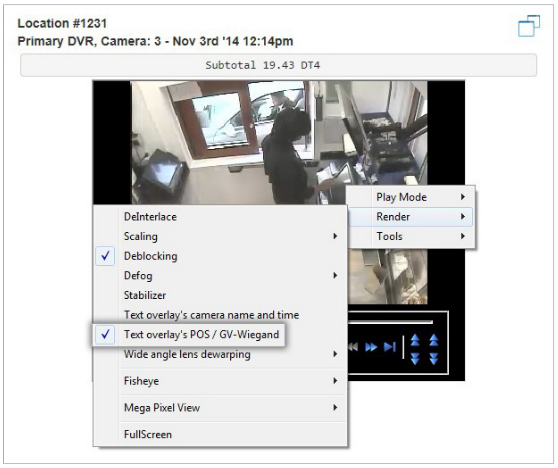


* The appearance of Enterprise Query will vary depending on the version your system is running.

PLAYING VIDEO

Once you have selected an exception video to view, a Video Player window will open to allow you to control the video flow. The controls of the video are similar to the controls of a VCR or DVD player. The first three control buttons from left to right are **Play**, **Pause** and **Stop**. The next set of buttons allows you to navigate through the video. Hover your mouse over a button for a description of what it does.

In order to display or hide POS data over video footage, while the video is paused, right click on the image, then select **Render** and click **Text Overlay's POS/GV-Wiegand** to hide/show POS overlay.



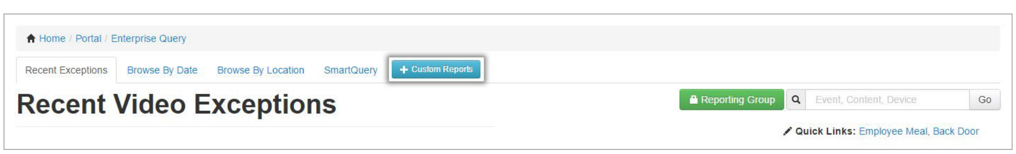
<u>Note:</u> Video will play in modern versions of Internet Explorer or other browsers with DVRs running version 3.56 or greater with VLC plug-ins.

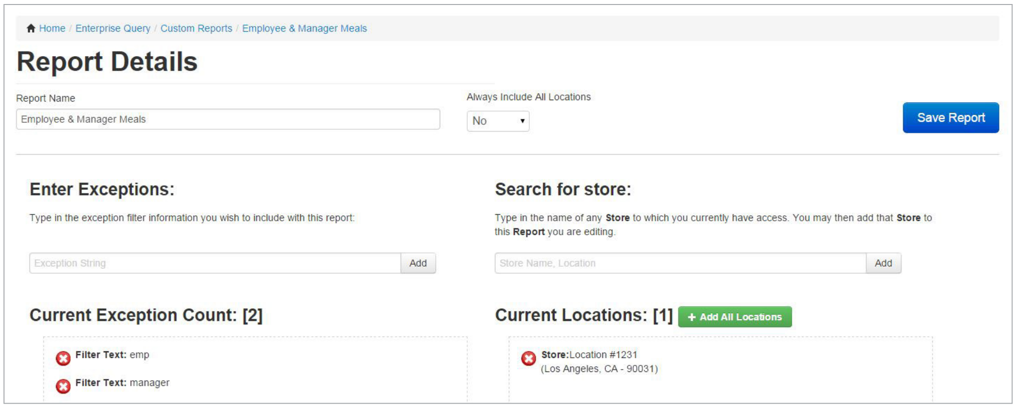
<u>Troubleshooting:</u> If you are having trouble playing videos in Internet Explorer, please download and install the newest version of the Video Player software.

CUSTOM REPORTS

Using **Custom Reports**, you can select a set of stores and exceptions (for example, "stores 1 and 2" and "Employee & Manager Meals"), then view a customized report based on these specifications.

To add a new Custom Report click on the blue **✚ Custom Reports** button then select **Add New Custom Report**.



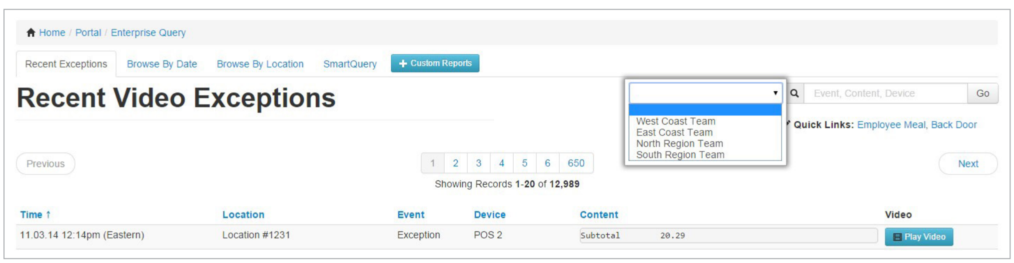


On the Report Details page, create a name for your report, enter the exception filters and select the **store location(s)**. Then hit **Save Report**.

Your new customized report will appear as a tab in the Enterprise Query section. You can create as many Custom Reports as necessary. Reports will include the corresponding video clip of each exception on your list.

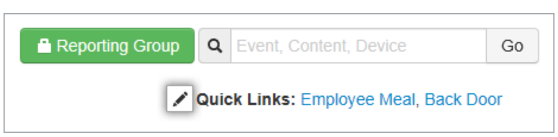
REPORTING GROUP FILTERING

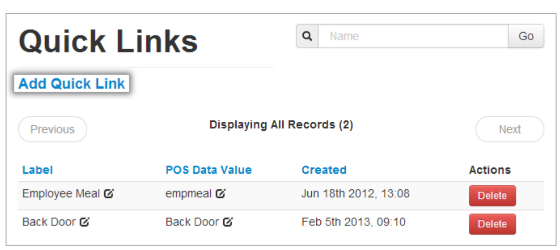
The **Reporting Group** button allows you to filter by Reporting Groups. Once the **Reporting Group** button is clicked, a drop-down menu of your Reporting Groups will appear.



QUICK LINK MANAGEMENT

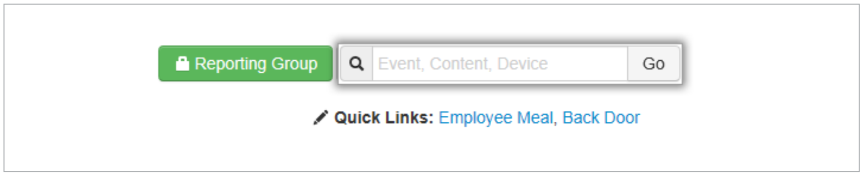
Custom Quick Links allow you to create "quick links" for the keywords searched most frequently, such as 'employee meal' or 'void.' Click on the **pencil icon**, then **Add Quick Links** to create your quick links.





SEARCH

Type an event, device type, or content into the search bar to see a list of results.

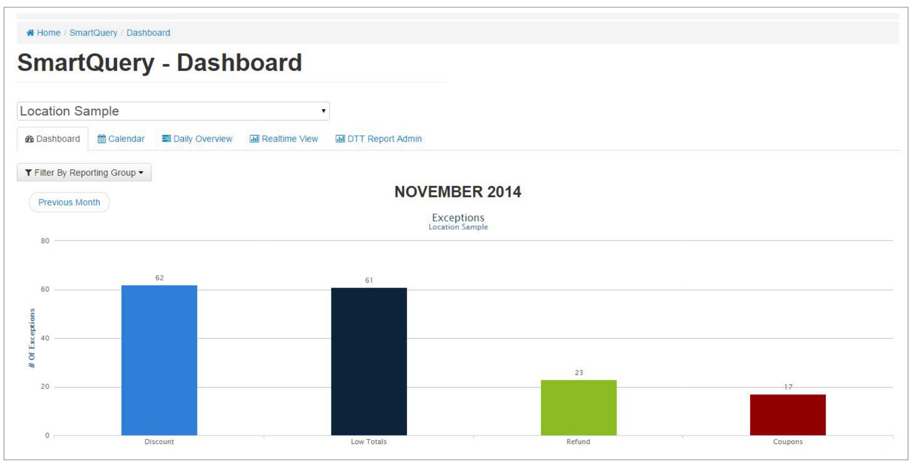


SMARTQUERY™ DASHBOARD

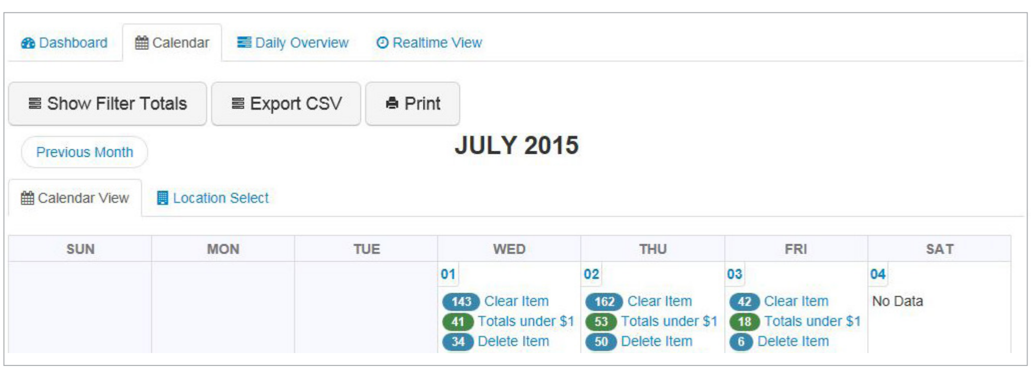
The **SmartQuery™ Dashboard** provides an overview of your daily/real-time exceptions across all locations, enabling you to compare the performance of each store.

Search exceptions by **type**, **value**, or **device**. Then, you can further analyze reports based on **region**, **location**, or **territory**.

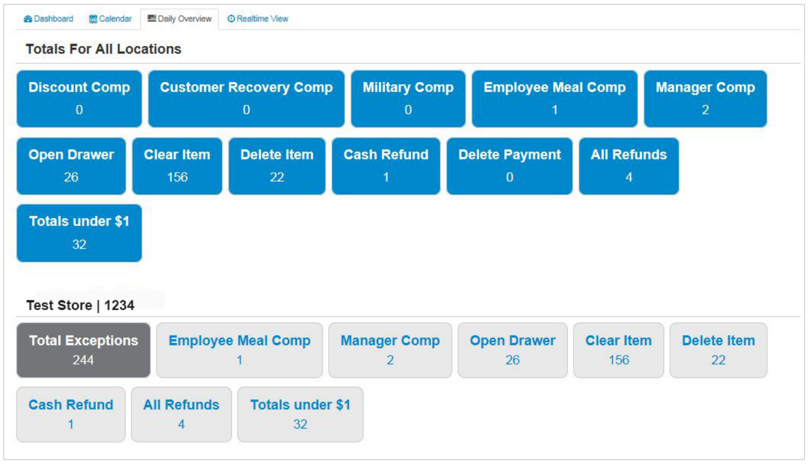
Additionally, the Dashboard provides a summary of enterprise data able to be viewed on one screen or in an email.



From the Calendar tab, drill down into exceptions that took place on specific dates.



The Daily Overview tab shows exceptions by location.

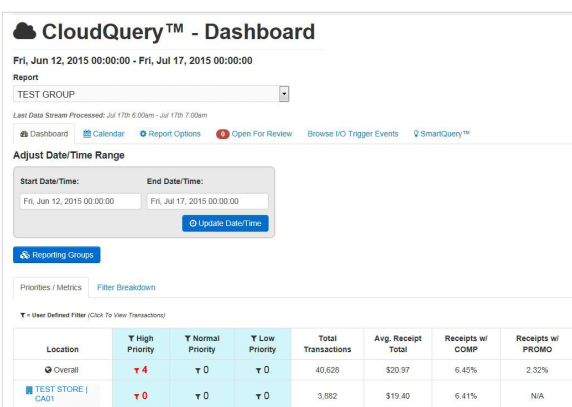


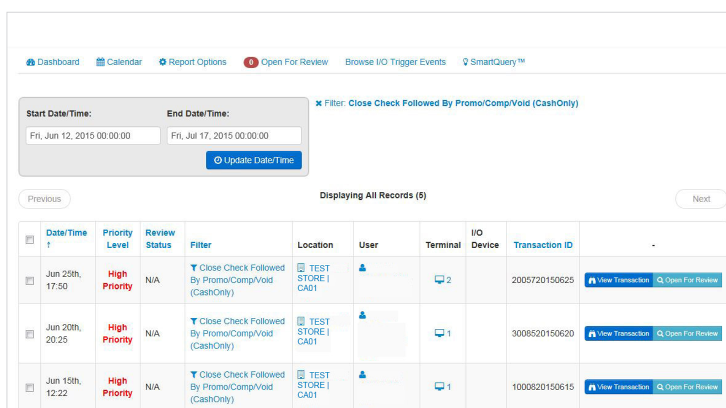
The Realtime View tab will take you back to Enterprise Query 1.0.

CLOUDQUERY™ DASHBOARD

The **CloudQuery™ Dashboard** allows you to access your store data from anywhere, at any time. You can manage multiple locations within the dashboard by selecting each from the dropdown bar. Select your preferred start and end date/time, then click Update.

- Daily and real-time exceptions for each location plus summarized enterprise data on 1 screen or 1 email.
- Compare performance across locations.
- Search exceptions by type, value, or device.
- Analyze reports based on region, location, territory.
- Set various Permission Levels for owners, managers, and employees.

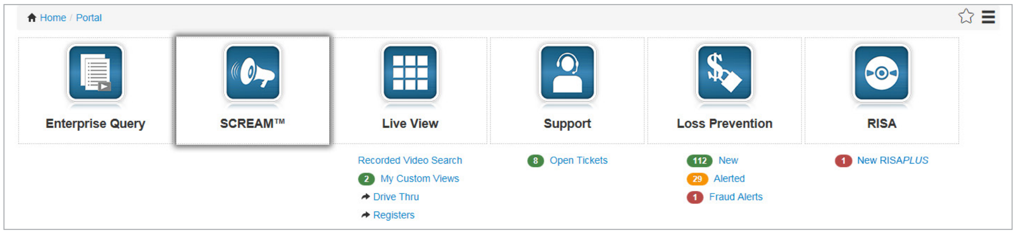




SCREAM™

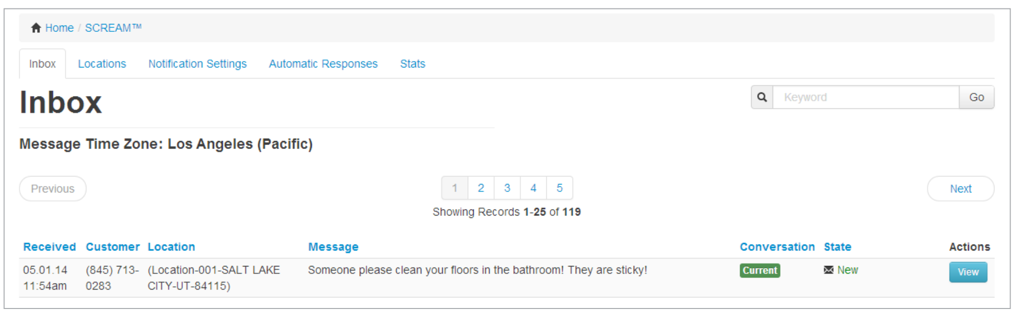
SCREAM™ is an easy to use, text-based customer feedback tool, allowing your operation to react quickly and efficiently to customer service issues.

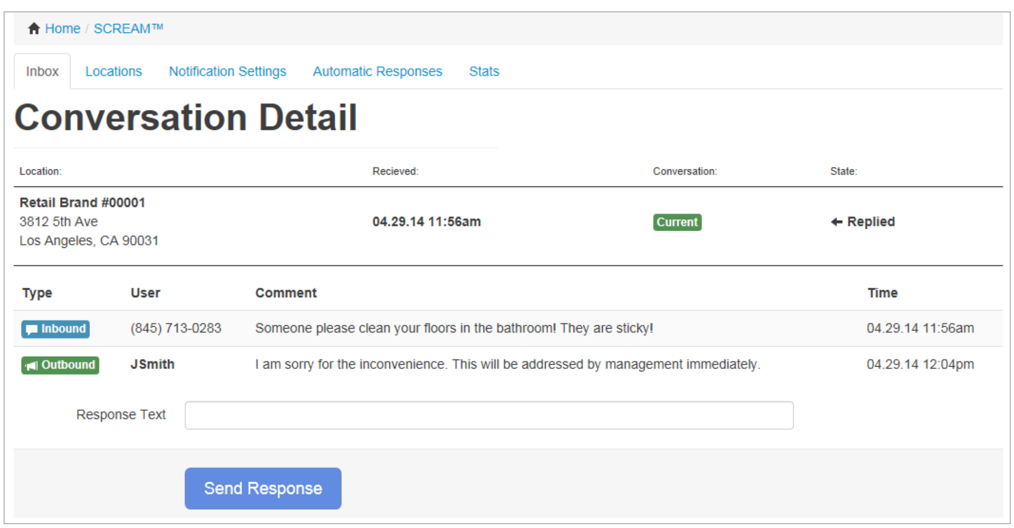
The **SCREAM™** section provides an overview of your incoming and outgoing SCREAM™ messages.



INBOX

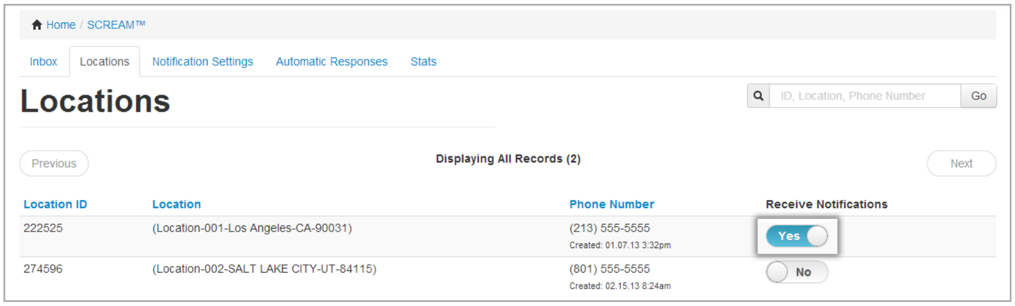
The **Inbox** is a repository of all messages (received and sent) which can be organized by **Date Received**, **Customer Phone Number**, **Location**, **Message**, **Conversation Type**, or **State**. Click **View** to open and reply to a conversation.





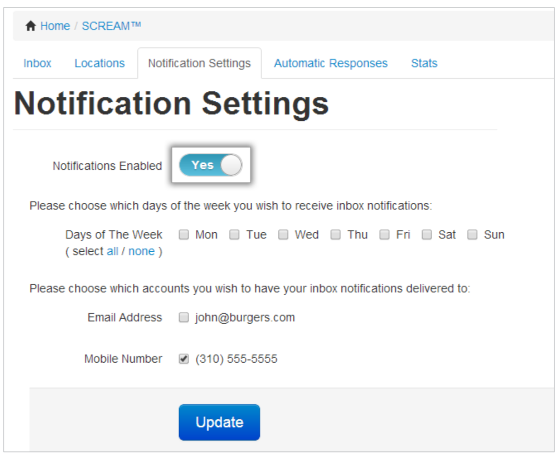
LOCATIONS

Click **Yes/No** to set up SCREAM™ notifications by location.



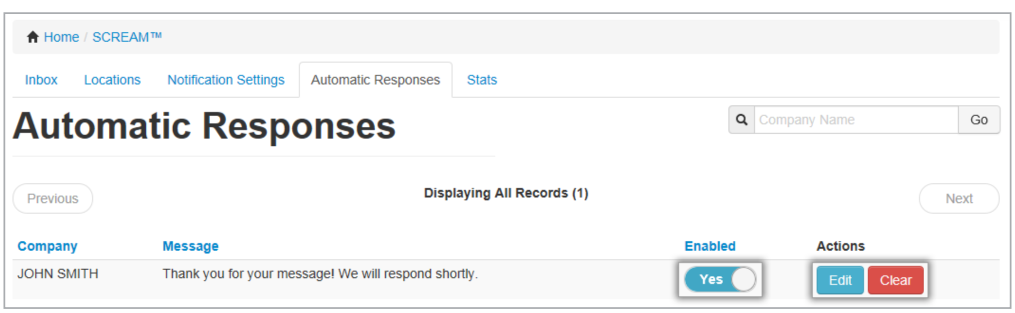
NOTIFICATION SETTINGS

Click **Yes/No** to turn notifications on or off. You can opt to receive messages only on certain days of the week and via email and/or SMS.



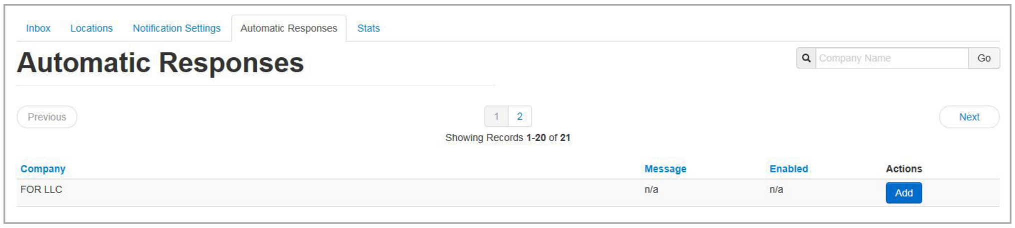
AUTOMATIC RESPONSES

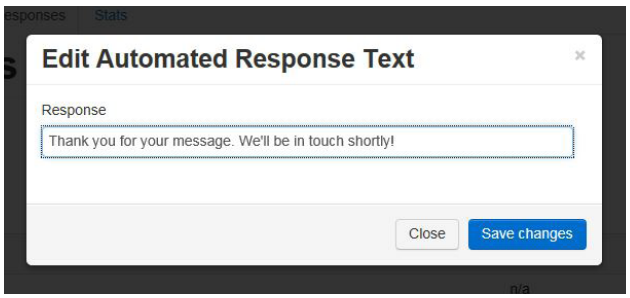
Enable and/or edit **automatic responses** for incoming SCREAM™ messages.



ADDING AN AUTOMATIC RESPONSE

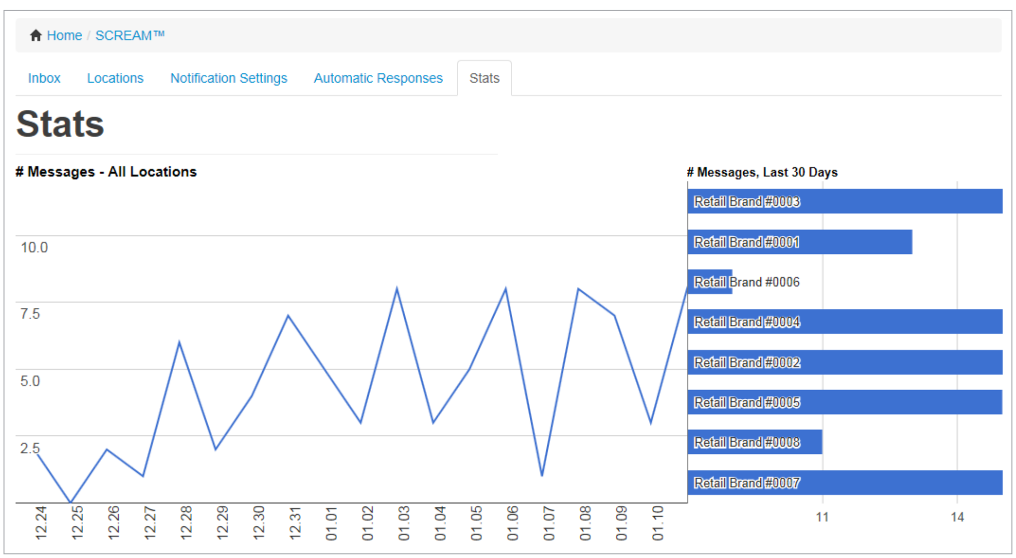
If Automatic Responses have not been previously set up, add a new message by clicking the blue **Add** button to the right of the company name. Enter your desired text and click **Save Changes**.





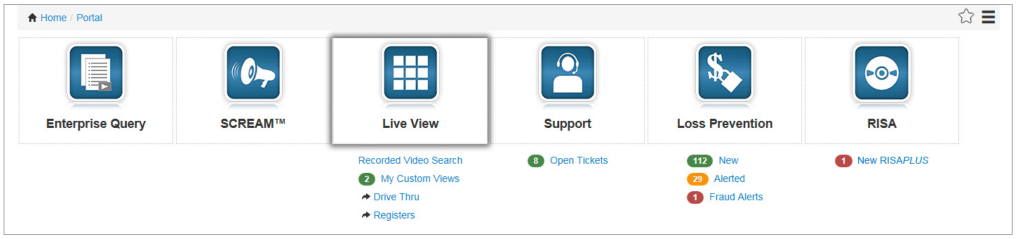
STATS

The line graph shows the number of SCREAM™ messages received over time for the entire enterprise. The bar graph shows the number of messages per location.



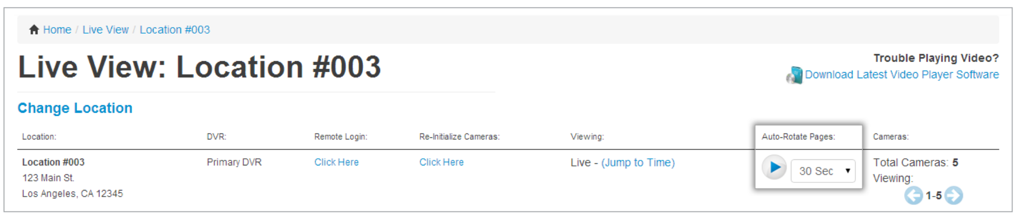
LIVE VIEW

The **Live View** section allows you to keep an eye on your stores from one central location. Create **Custom Views** to see key cameras at multiple locations.



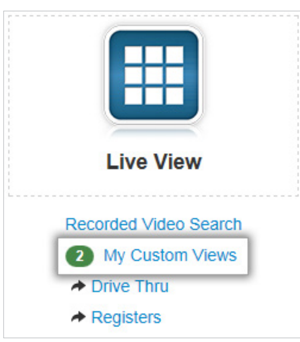
AUTO ROTATE

To automatically scroll through your cameras in **Live View**, simply choose the **time interval** and press the **play** button. The pages will automatically be turned for you until you press **pause**.

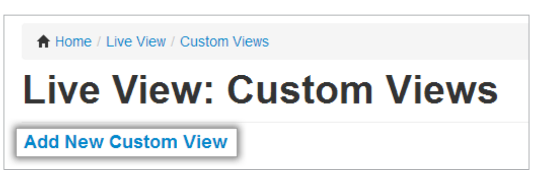


CREATE CUSTOM VIEWS

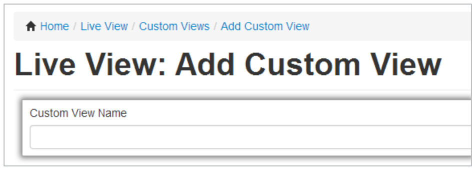
Custom Views give you access to all of the key cameras for select stores in your enterprise, all on one screen at one time. To create a Custom View from the homepage, click on **My Custom Views**.



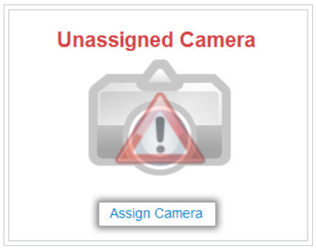
Click on **Add New Custom View** to start creating your new view.



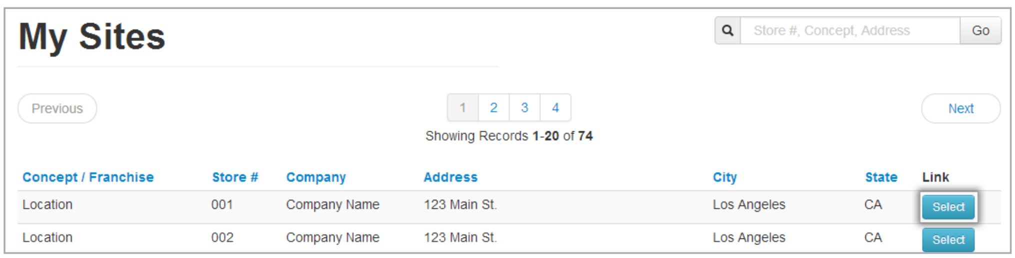
Name your Custom View for easy reference later.



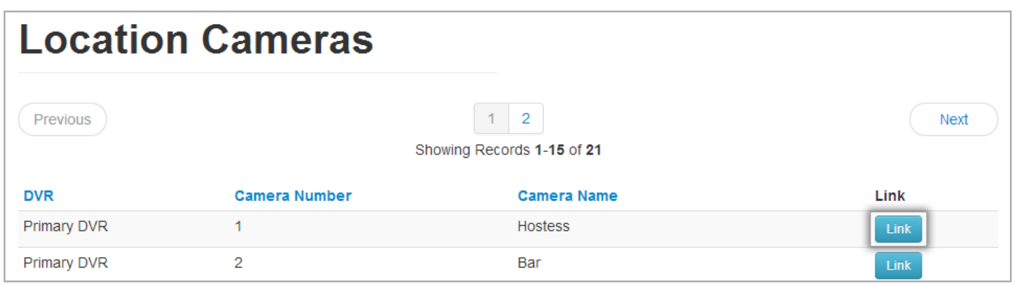
For preferred unassigned cameras, click **Assign Camera** to start selecting the location and camera.



Select the location of the camera to add.

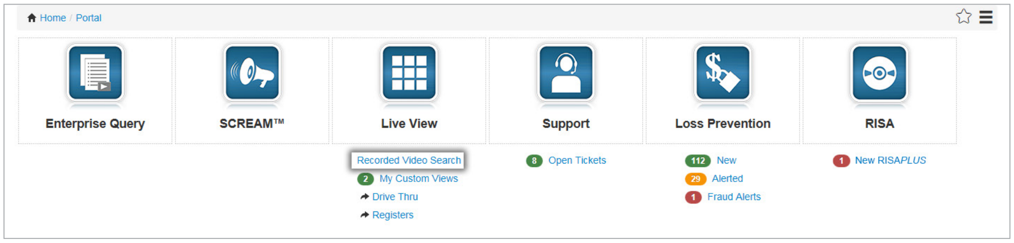


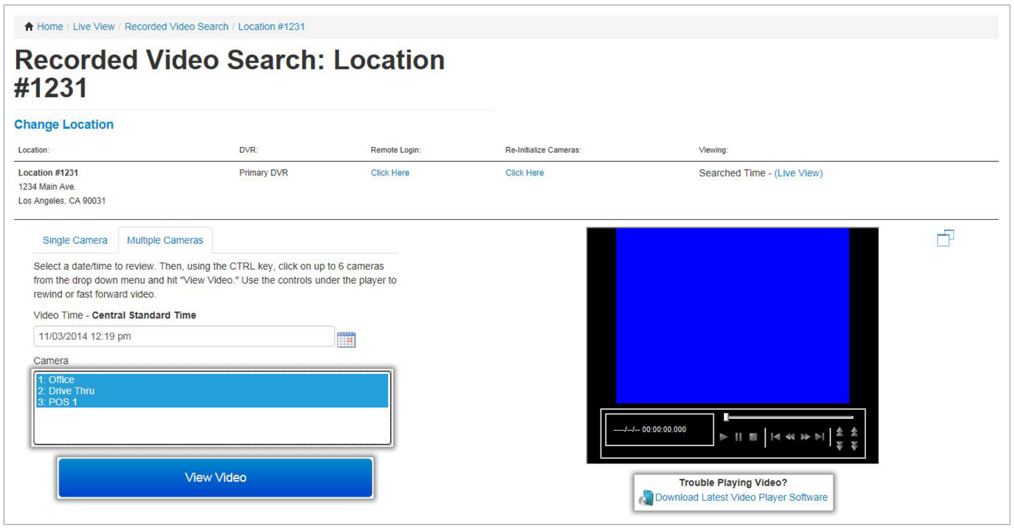
Click **Link** to add the camera.



RECORDED VIDEO SEARCH

In **Recorded Video Search** you can play or rewind/fast forward through past footage.





Use the **Video Time** drop-down to select the preferred date and time. You can view a single camera or multiple cameras at one time. To view multiple cameras click the **Multiple Cameras** tab. You can view up to 6 cameras at one time; hold down the **CTRL** key to select these from the drop-down menu.

If your video does not play right away, click the **Download Latest Video Player Software** link to install the latest software.

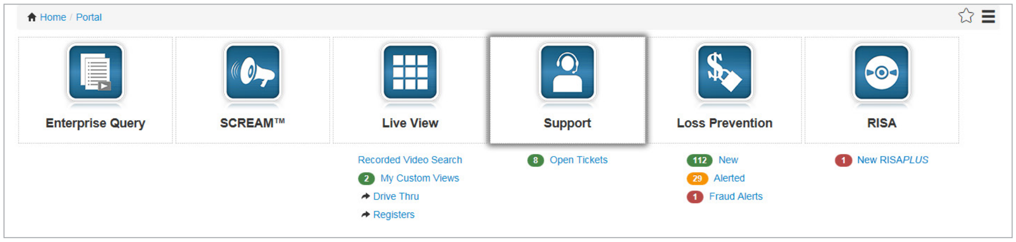
TROUBLESHOOTING VIDEO ISSUES

Note: Video will play in modern versions of Internet Explorer or other browsers with DVRs running version 3.56 or greater with VLC plug-ins.

Troubleshooting: If you are having trouble playing videos in Internet Explorer, please download and install the newest version of the Video Player software.

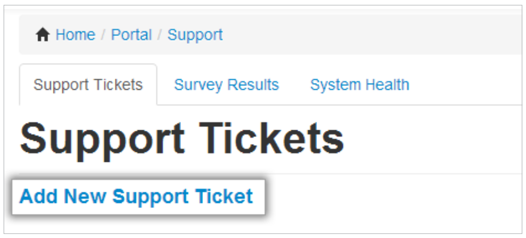
SUPPORT

The **Support** section gives you access to **System Health** and DTT's Support department for updates on open/closed tickets.



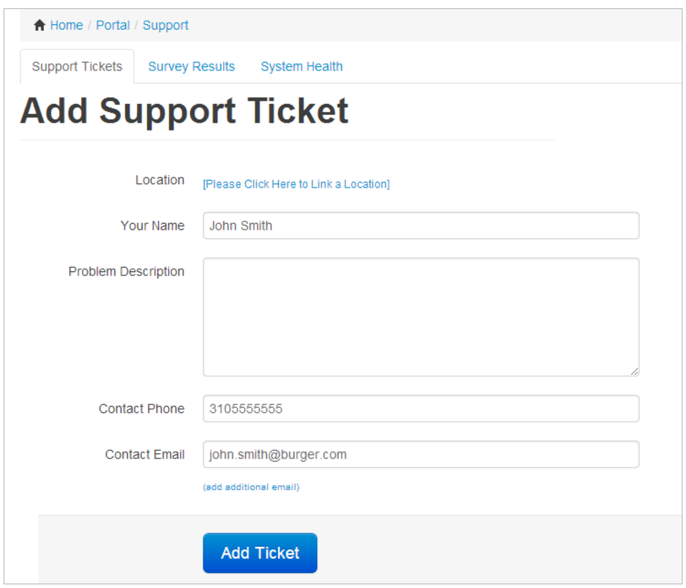
SUPPORT REQUESTS

Click **Add New Support Ticket** at the top of the page to request help for any of your locations.



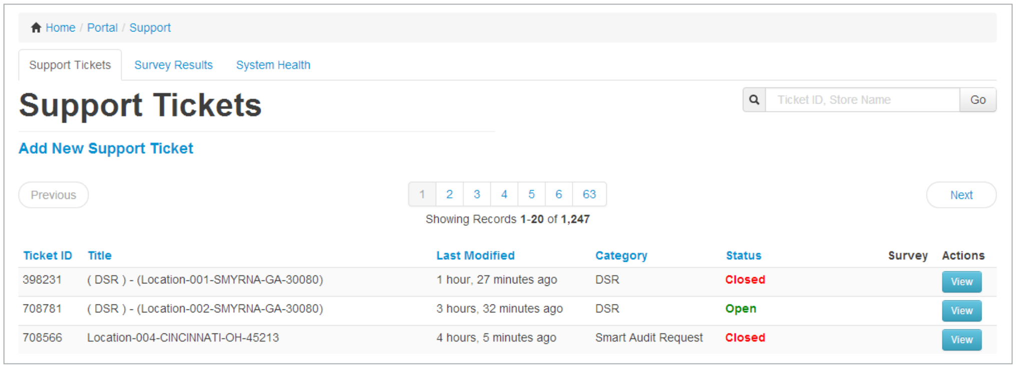
The form is pre-filled with your contact information based on your login. This can be changed if the contact person should not be you. Select the desired location. Explain the issue you're concerned with in the **Problem Description** field for DTT's support team.

As soon as DTT's support team updates your ticket, you will be able to see it on the portal.

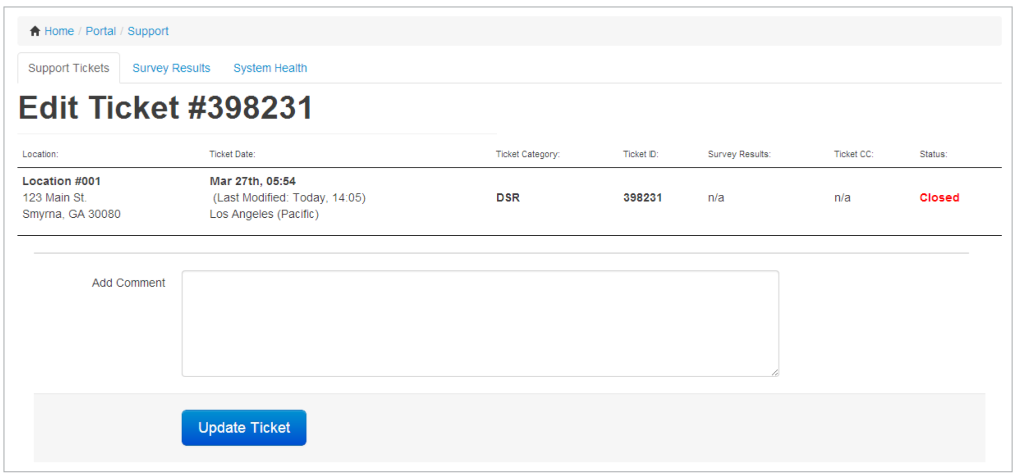


CHECK TICKET STATUS

As support tickets are updated and closed, you can track the progress in the **Support Tickets** section of the MyDTT™ portal. Tickets are searchable by **location** or **ticket ID**.

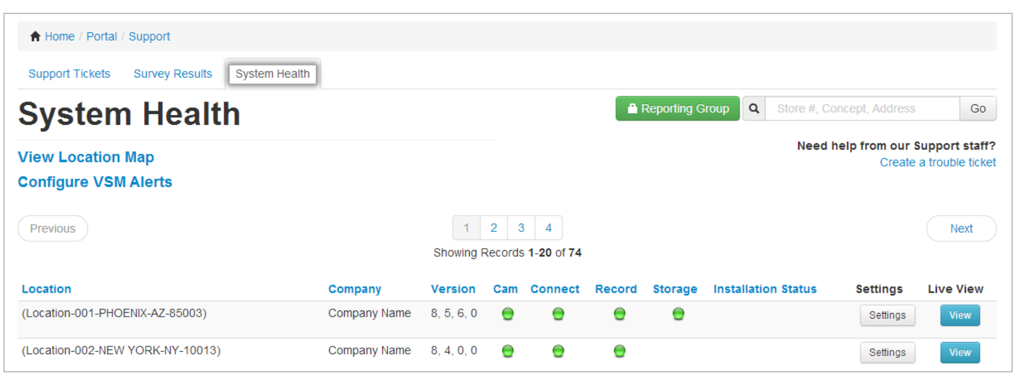


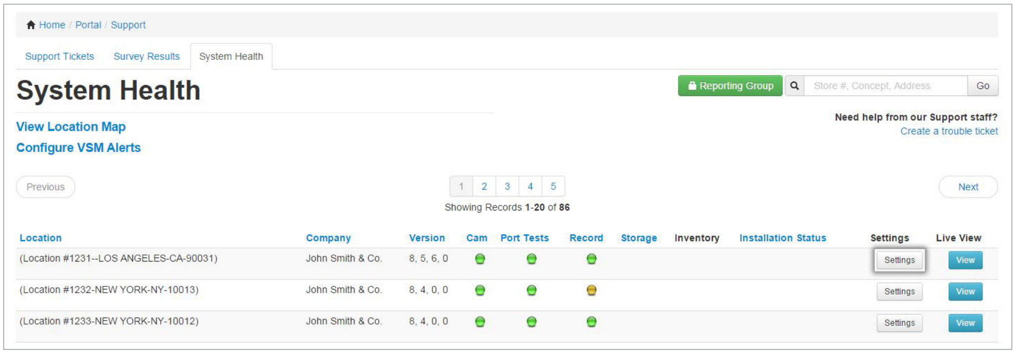
While viewing each individual ticket, you can communicate with DTT's Support team by posting in the **Add Comment** field with concerns or extra information.



SYSTEM HEALTH

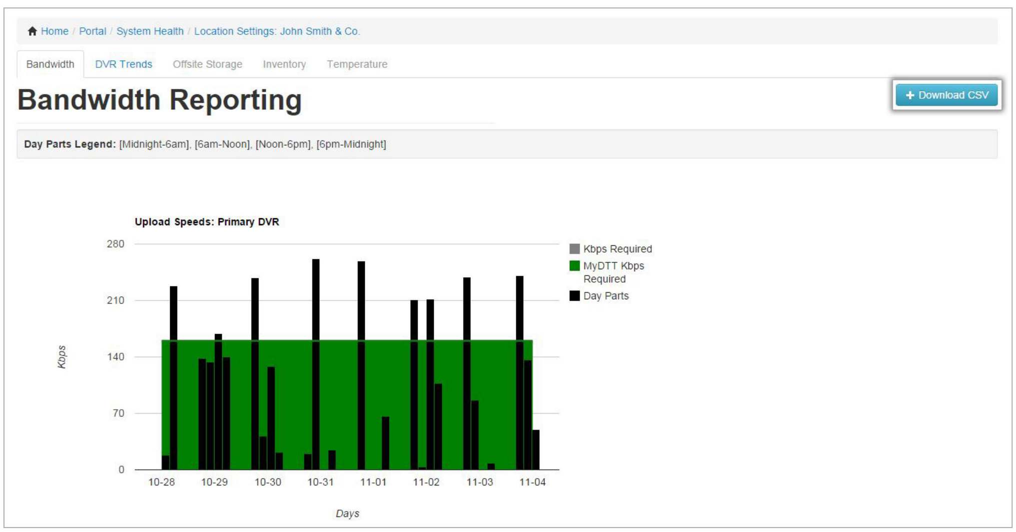
The **System Health** tab provides information on connectivity and overall system status so you can identify potential issues and request assistance from DTT's support team.





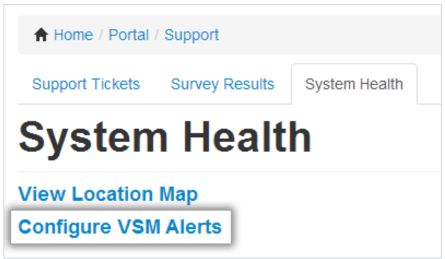
Clicking on the **Settings** button will give you access to the following information:

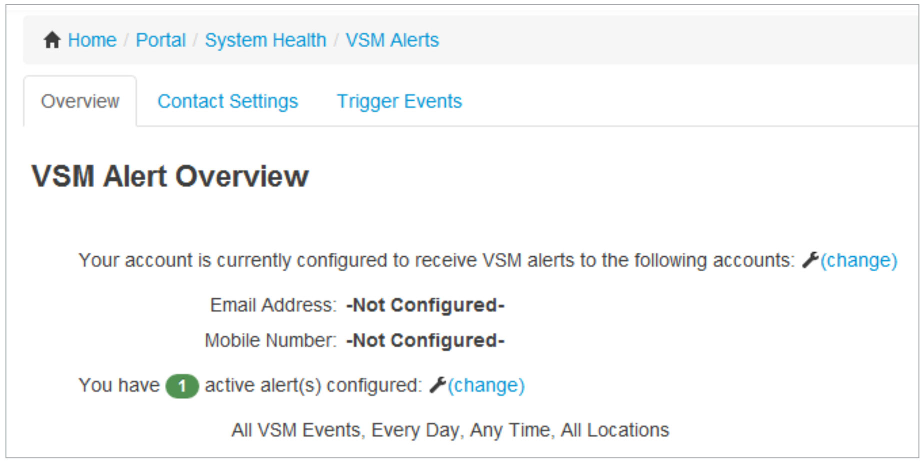
<u>**Bandwidth Reporting:**</u> The graphs indicate how much bandwidth is being used at the store and at what level of performance. This includes upload and download speeds, as well as ping. Data can also be downloaded in Excel CSV (Comma Separated Value) format.



VSM ALERTS

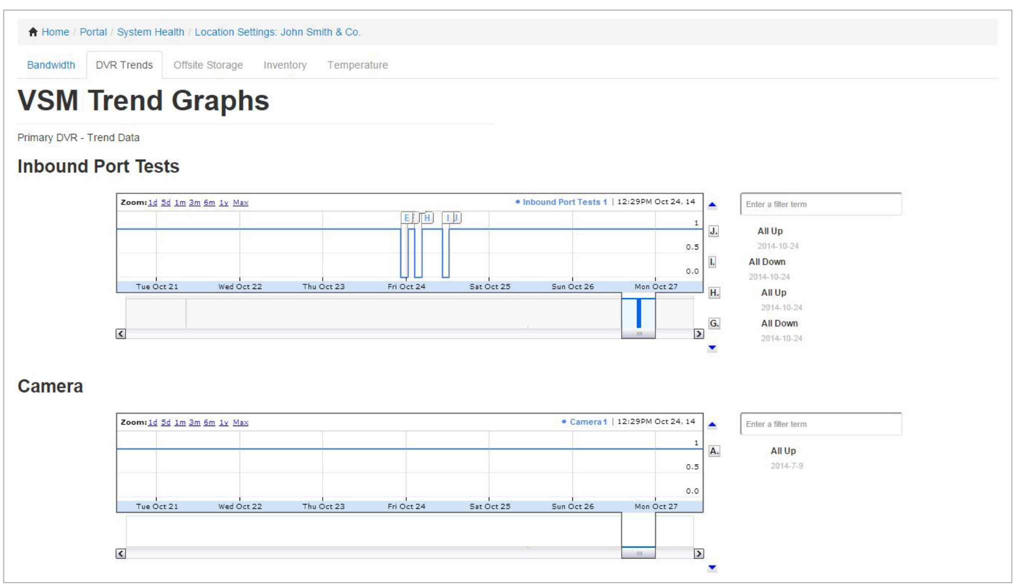
The **Vital Signs Monitoring (VSM) Alerts** section allows you to adjust how you'd like to receive alerts for your system's health.

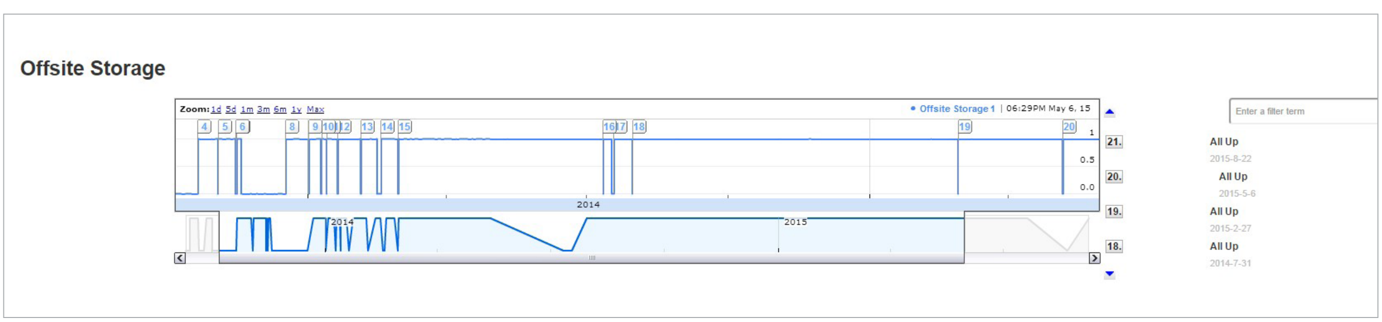




<u>DVR Trends</u>: This includes trending data for ports, cameras, and recording. Users are able to zoom different time spans, customize the graph to display specific dates, and scroll through the graph to manually navigate to specific timeframes, among other filtering options.

DVR Trends also includes a view of your offsite storage usage.

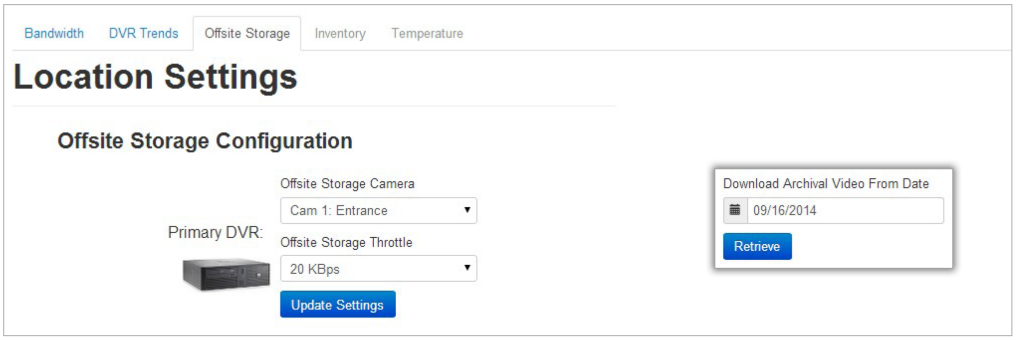


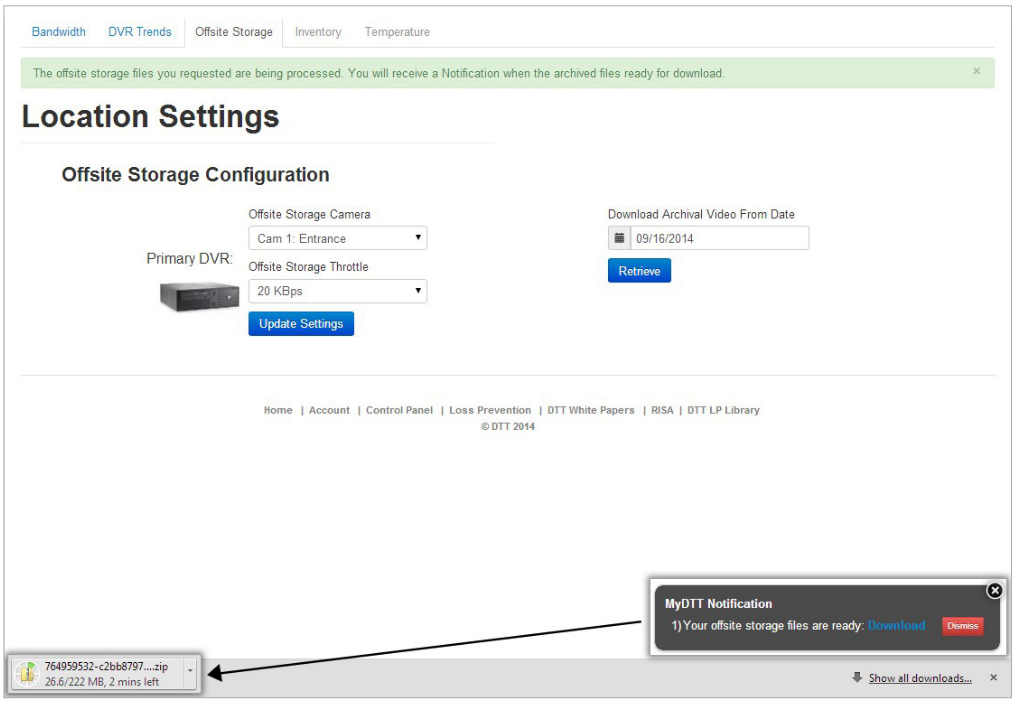


OSS (Off-Site Storage): OSS ensures that video footage from 1 camera is secure and accessible in the event that the DVR is damaged or stolen. Recordings are stored for 4 days on the backup server in DTT's secure video cloud. You can then download archived video from a specific date. *

OSS is only accessible from certain permissions.

* Download time varies depending on the size of the video.



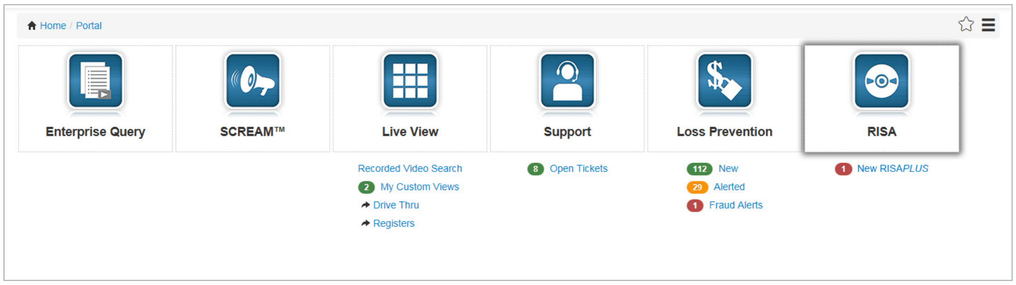


OSS*PLUS* (Off-Site Storage*Plus*): OSS*PLUS* extends the video storage life of 1 camera to 90 days. PCI compliance rules require that video cameras monitor entry and exit points to sensitive areas and the extended timeframe ensures compliance.

OSS*PLUS* is only accessible from certain permissions.

RISA REQUESTS

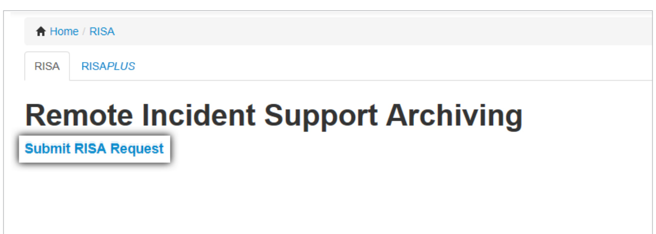
RISA (Remote Incident Support Archiving) makes it easy to locate relevant video footage and save it as evidence in the event of a store robbery, slip and fall, or other incident. DTT's support team will archive the video and make it available for download from any computer with Internet access. They can also provide a watermarked copy of the footage to submit to law enforcement, if needed.

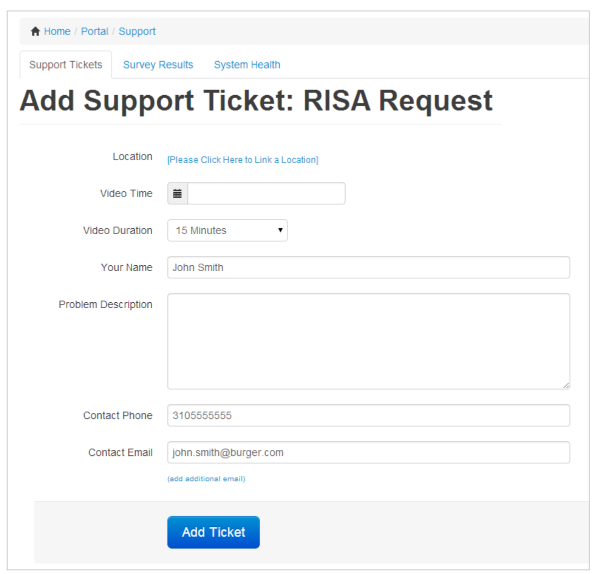


SUBMITTING A RISA REQUEST

Click **Submit RISA Request.** Then you will need to:

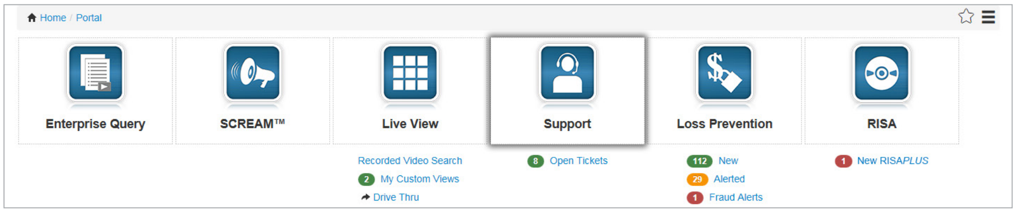
- Select the location for which you would like the video provided.
- Select the video time and duration.
- Enter a description of the reason for the request. This is the place to specify the cameras and time spans you are requesting.
- Provide the contact email and phone number of the person to be contacted should there be any further questions to fulfill your request.
- Once you are satisfied with the details provided, click **Add Ticket** to submit your request.



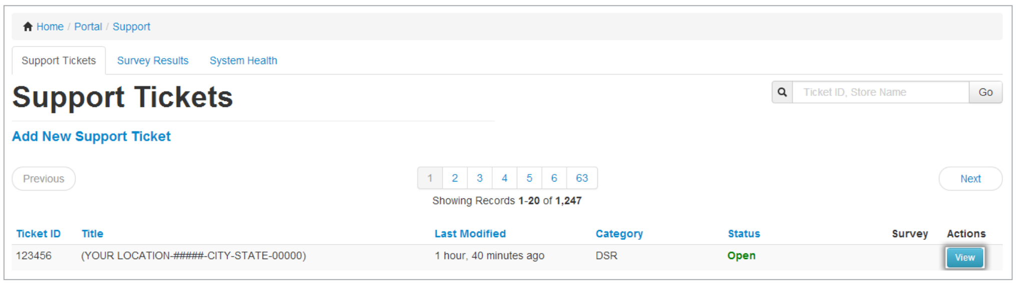


STATUS OF YOUR REQUEST

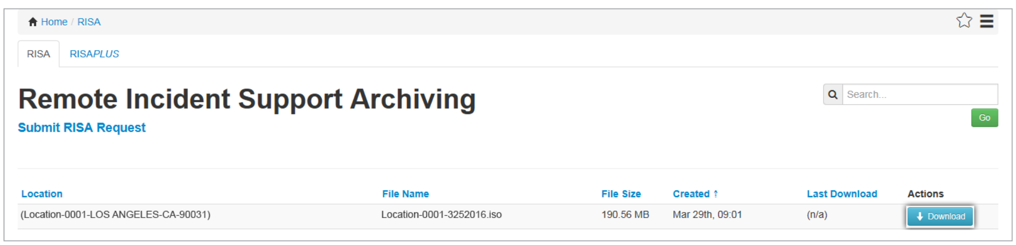
Every RISA request can be tracked alongside other support requests in the **Support** section.



To see any notes or comments from DTT's Support staff, click on each ticket individually.



Once the RISA Request has been filled, the support ticket will have a Closed status and the video will be available online in the RISA section of the portal.



DOWNLOADING VIDEO

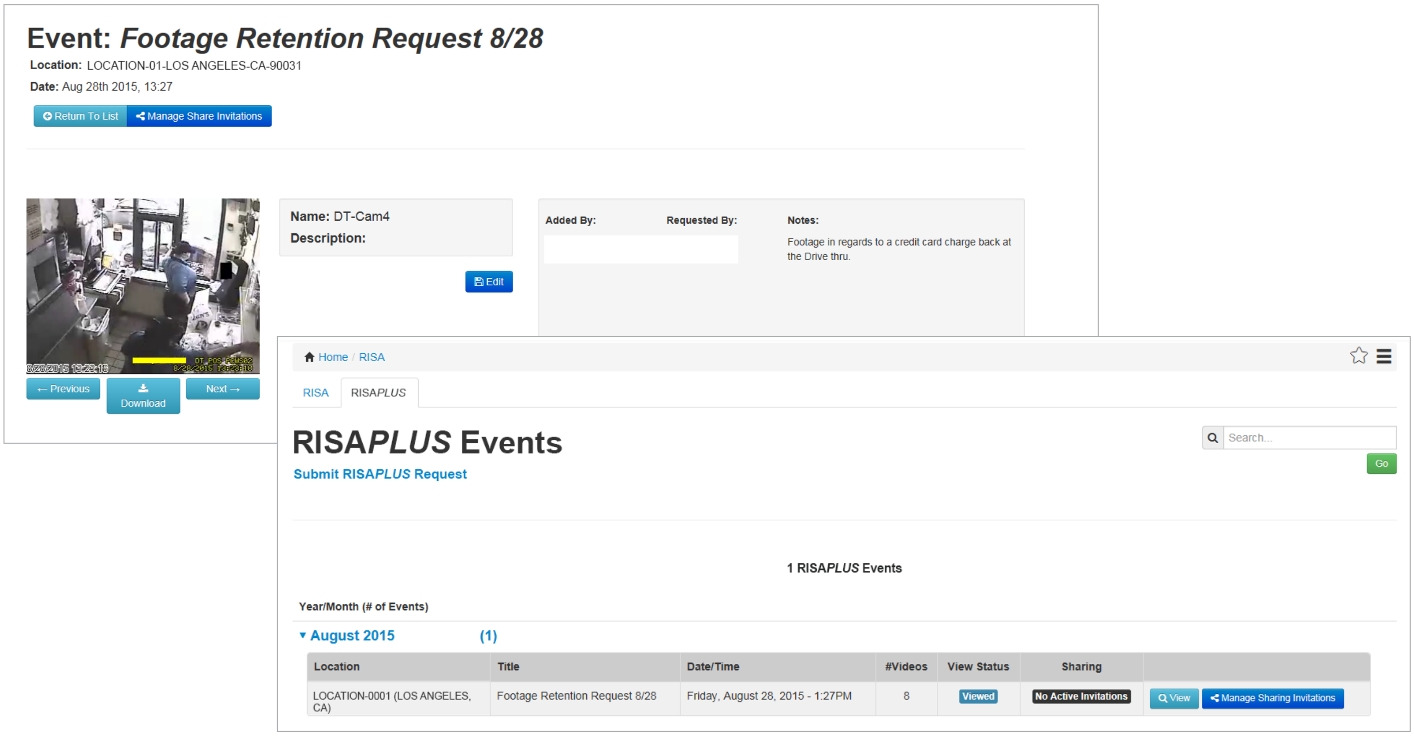
Once the RISA Request has been fulfilled by DTT's Support staff, all RISA videos are available in the RISA section of the portal. Save these files to your desktop and access them offline by clicking the **Download** button next to the respective incident.

Manage access to RISA videos like other aspects of MyDTT™, using **Team Permissions** to allow access for specific locations and users.

RISA*PLUS*

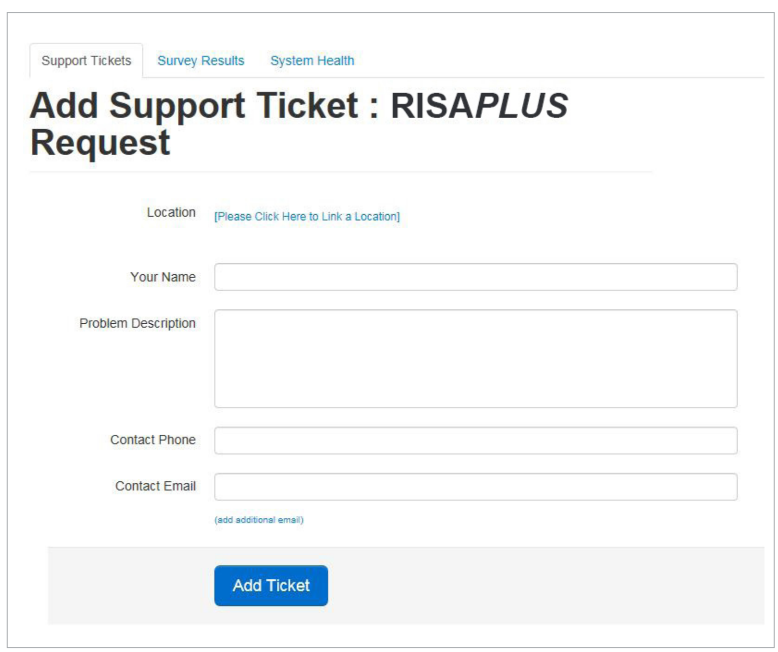
RISA*PLUS* allows for more immediate incident video retrieval. After contacting DTT support, the video will be uploaded to MyDTT™ immediately* and you will be notified via email once it's posted. The footage can be viewed directly on MyDTT™, without the need for downloading, and on any platform, including desktop, tablet, and mobile devices.

** Upload time is dependent on store bandwidth and can vary from 30 minutes to 2 hours.*



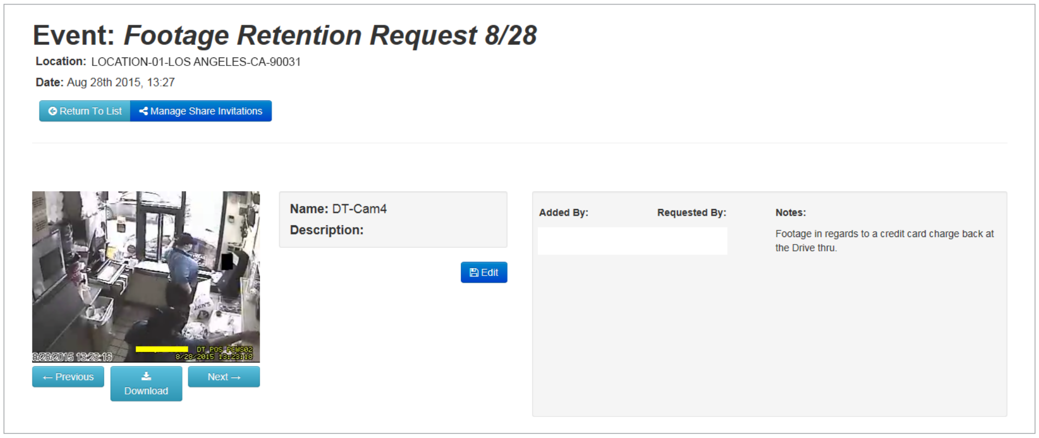
SUBMITTING A RISA*PLUS* REQUEST

Click the blue Submit RISA*PLUS* Request link at the top of the page. From there, you can link your store location and enter details such as your name, problem description, phone number, and email.

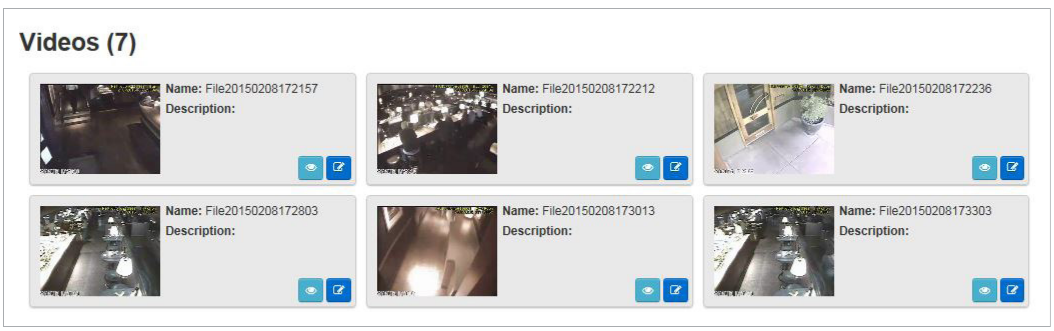


VIEWING RISA*PLUS* VIDEO

Once you receive an email notifying you that the video has been uploaded, go to the RISA*PLUS* tab. The tab will display a list of all uploaded RISA*PLUS* videos. Click View next to the desired RISA*PLUS* incident. You'll then be able to view all videos associated with the event.



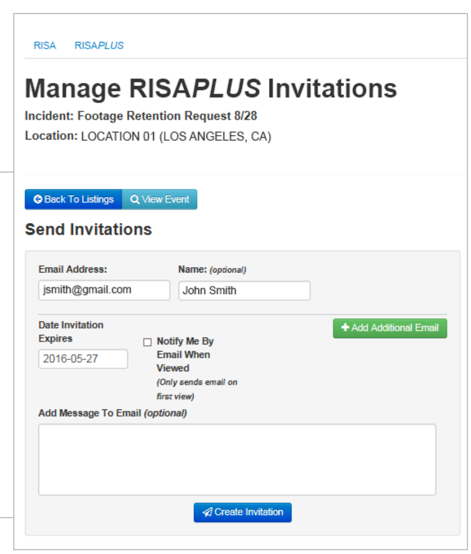
You can download and save video using the blue Download button. Use the Previous and Next buttons to navigate between videos. To edit the filename or description of the video, click the blue Edit button.

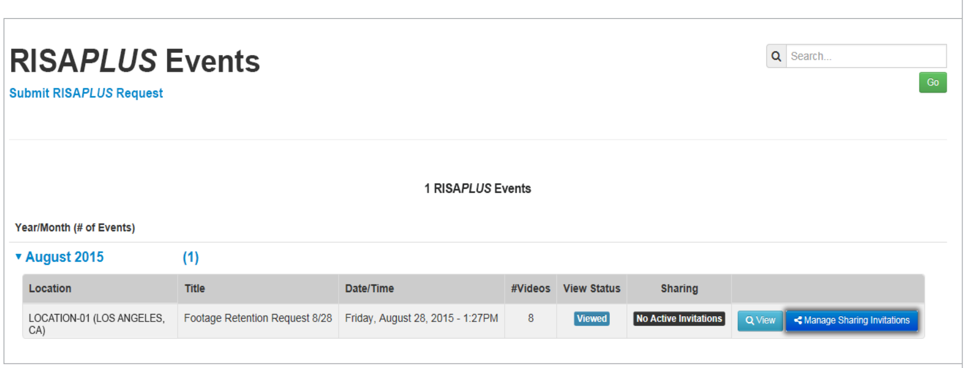


You can click the eye button at the bottom right of any other video to view. Use the pencil/paper button to edit the filename or description of the video.

SHARING RISA*PLUS* VIDEO

Use the Manage Sharing Invitations button to send an invitation via email to a guest user (such as management, law enforcement, legal consultants, etc.). Set an expiration date of your choice and select the option to be notified when the email is viewed, if desired.



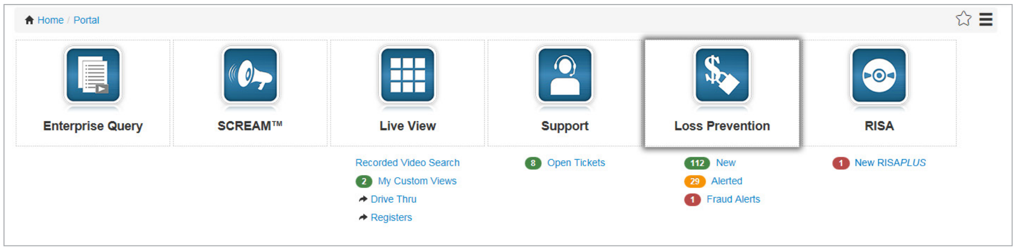


TIP! *Click on a section or topic to jump to page.*

LOSS PREVENTION SERVICES

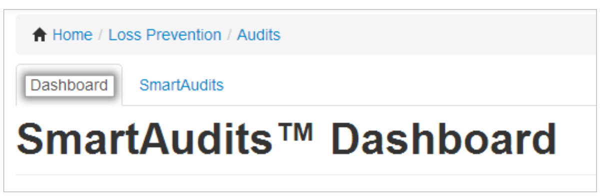
SMARTAUDITS™

Click on the **Loss Prevention** icon from the homepage to get to the **SmartAudit™** section.

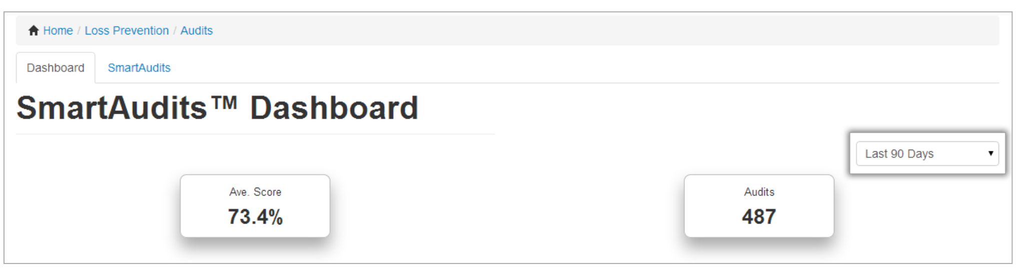


DASHBOARD

The **Dashboard** view provides graphical snapshots of the SmartAudit™ statistics. The graphs in the **Dashboard** have a drill-down functionality. When a data point in a graph is clicked (a slice in the pie chart, a point in the trend, etc.) the audits represented will be fetched.



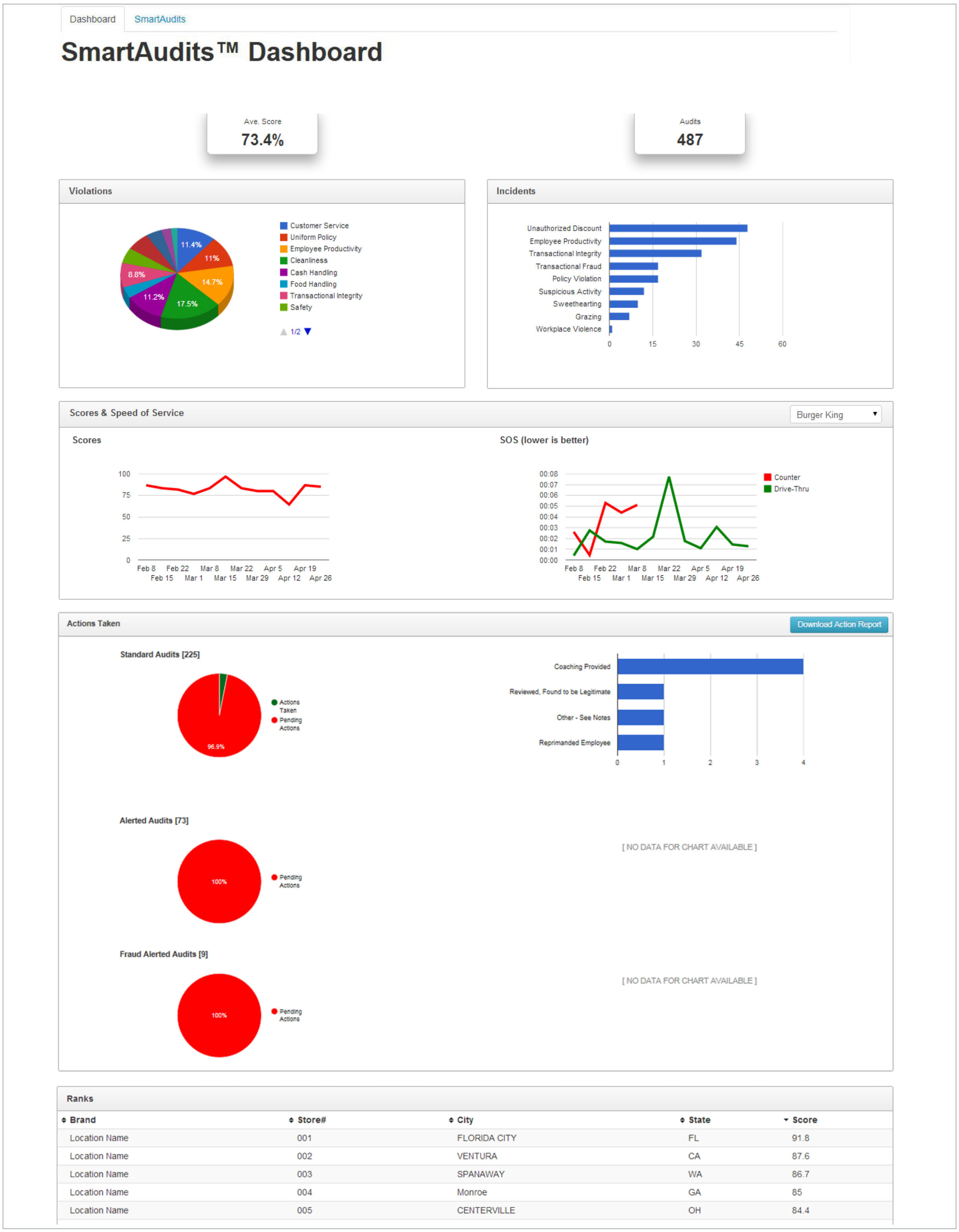
By default, the **Dashboard** pulls up SmartAudit™ statistics for the last 90 days. To change this, select a new date range from the box at the top right portion of the dashboard.



Dashboard charts include the following:

- Violations
- Incidents
- Score
- Speed of Service
- Actions Taken
- Ranks

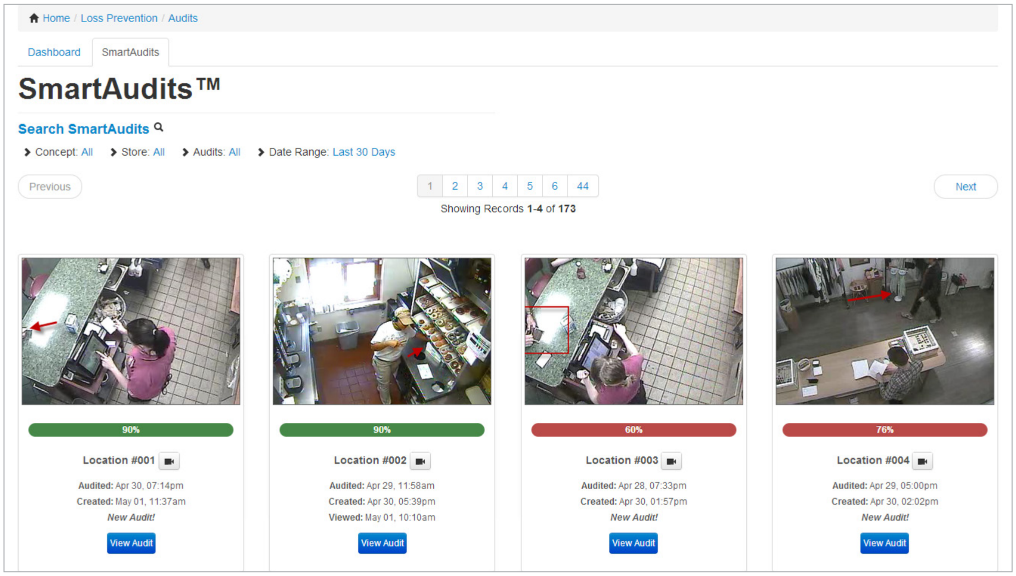
A dashboard view for specific locations can be opened by clicking the location in the Ranks table at the bottom of the dashboard. Locations can be sorted by Actions Taken, overall Incidents, specific Incident types, overall Violations, or specific Violation types.

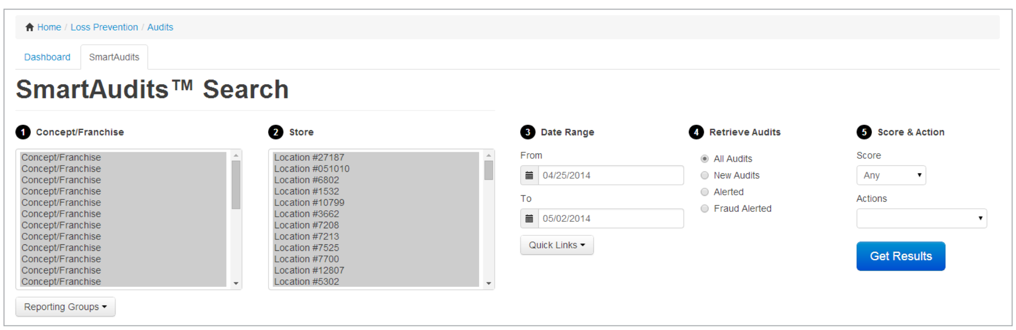


BROWSE AUDITS

Click on the **SmartAudits™** tab to view the audits for all locations. The default view shows the last 4 audits performed.

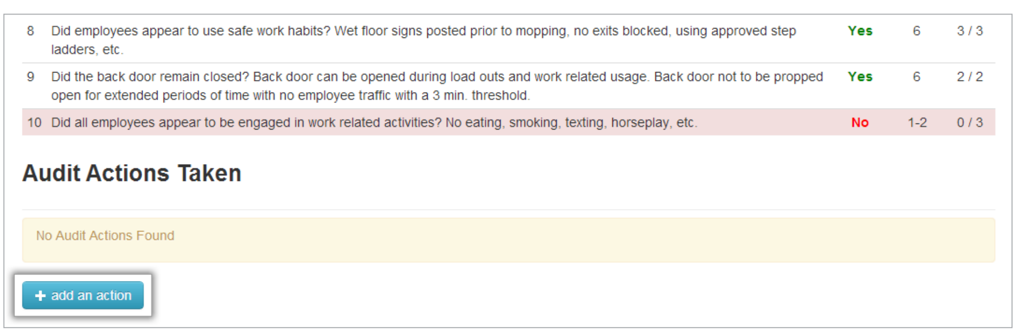
To select audits for specific stores only or to change the date range displayed, click the item you'd like to modify in the subheader or click on **Search SmartAudits™**.

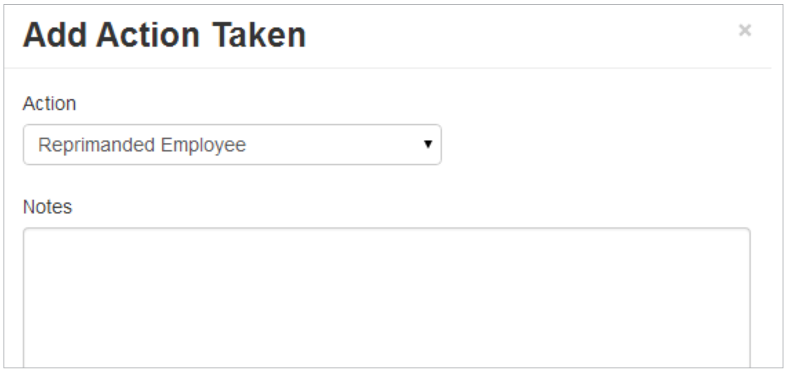




AUDIT ACTIONS TAKEN

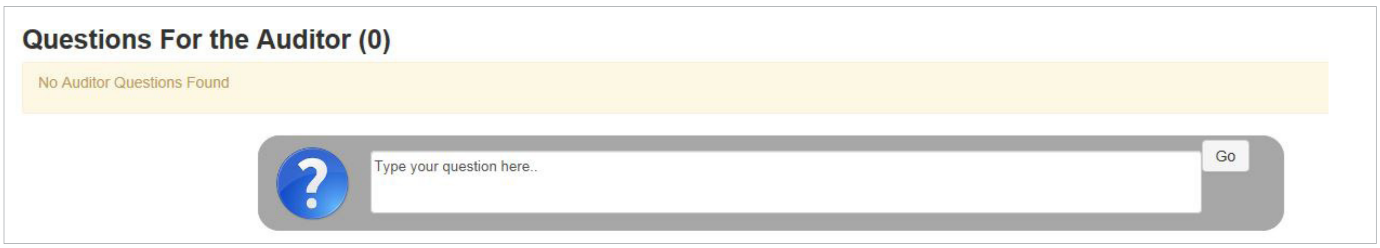
Once you have selected an audit to view, some of the audit discoveries will require follow up by a manager such as retraining a staff member. Click on **Add an Action** to assign next steps to your team.





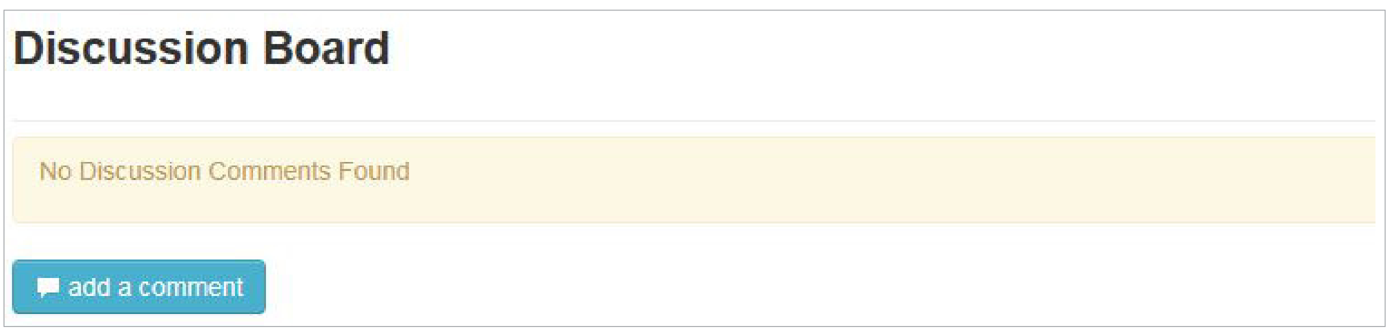
QUESTIONS FOR THE AUDITOR

If you have any questions about a particular audit, type them into the Questions for the Auditor box. The Loss Prevention team member who conducted the audit will respond accordingly.



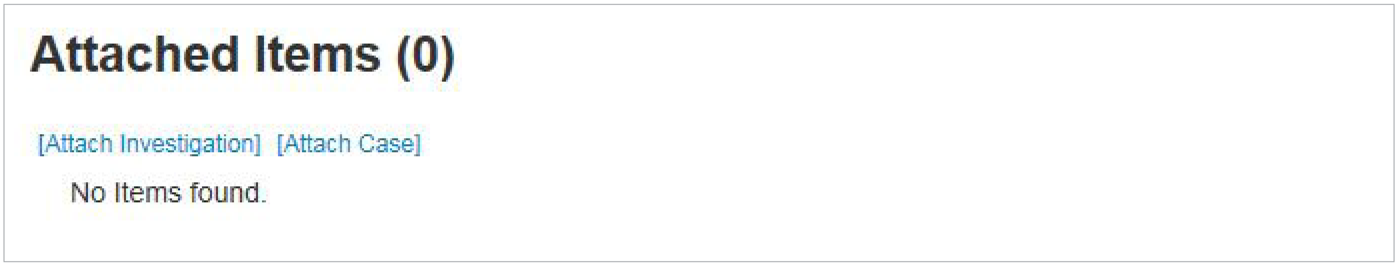
DISCUSSION BOARD

Add any comments about the audit you may have for other team members to read and/or respond.



ATTACHED ITEMS

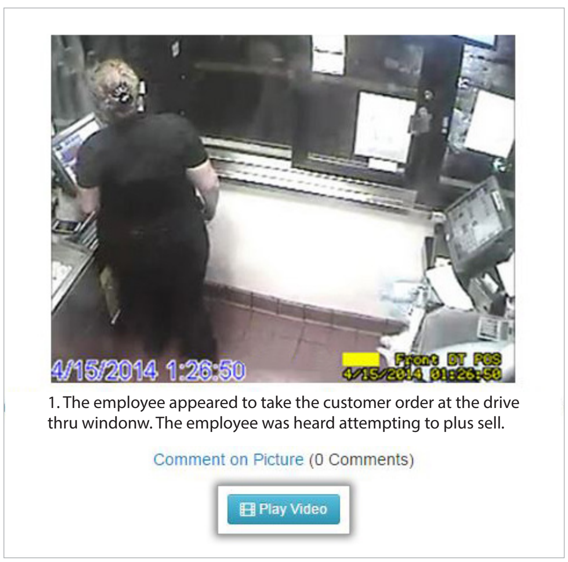
If you begin an Investigation or a Case based on a particular audit, you can attach these pages to the audit for easy access.

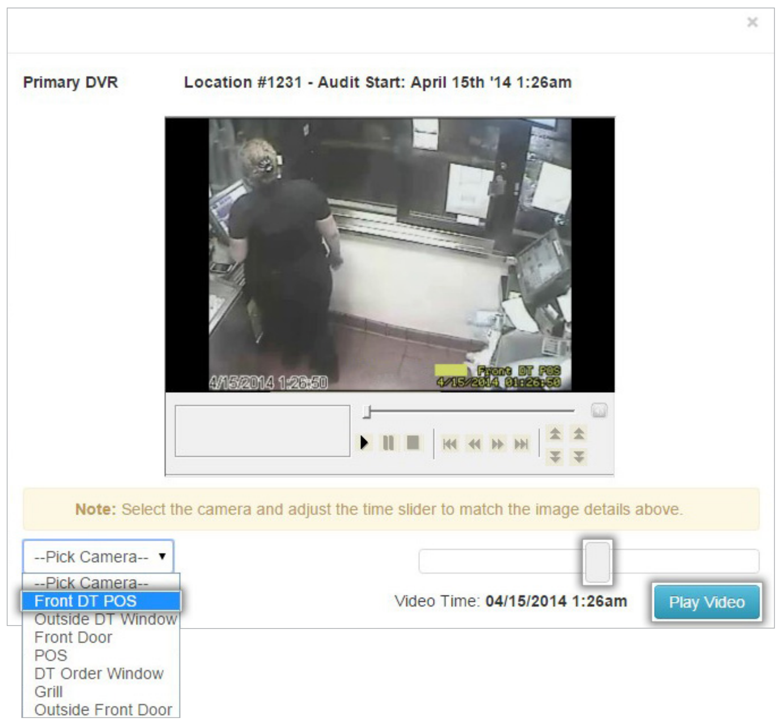


AUDIT IMAGES

Here you'll find all images tied to the audit, along with accompanying description and video footage. Click Play Video to view.

<u>Note:</u> You must select the camera and desired timeframe in order to view, which is available in the POS overlay.





REPORTS

Access DTT **Loss Prevention Reports** (**Focus**, **Comparison**, **Detail** or **Trend** reports). You can search by **concept/franchise**, **store number**, **date**, and/or **report type**.

Focus Report

Overview of operational areas most in need of attention based on average scores for all locations.

Comparison Report

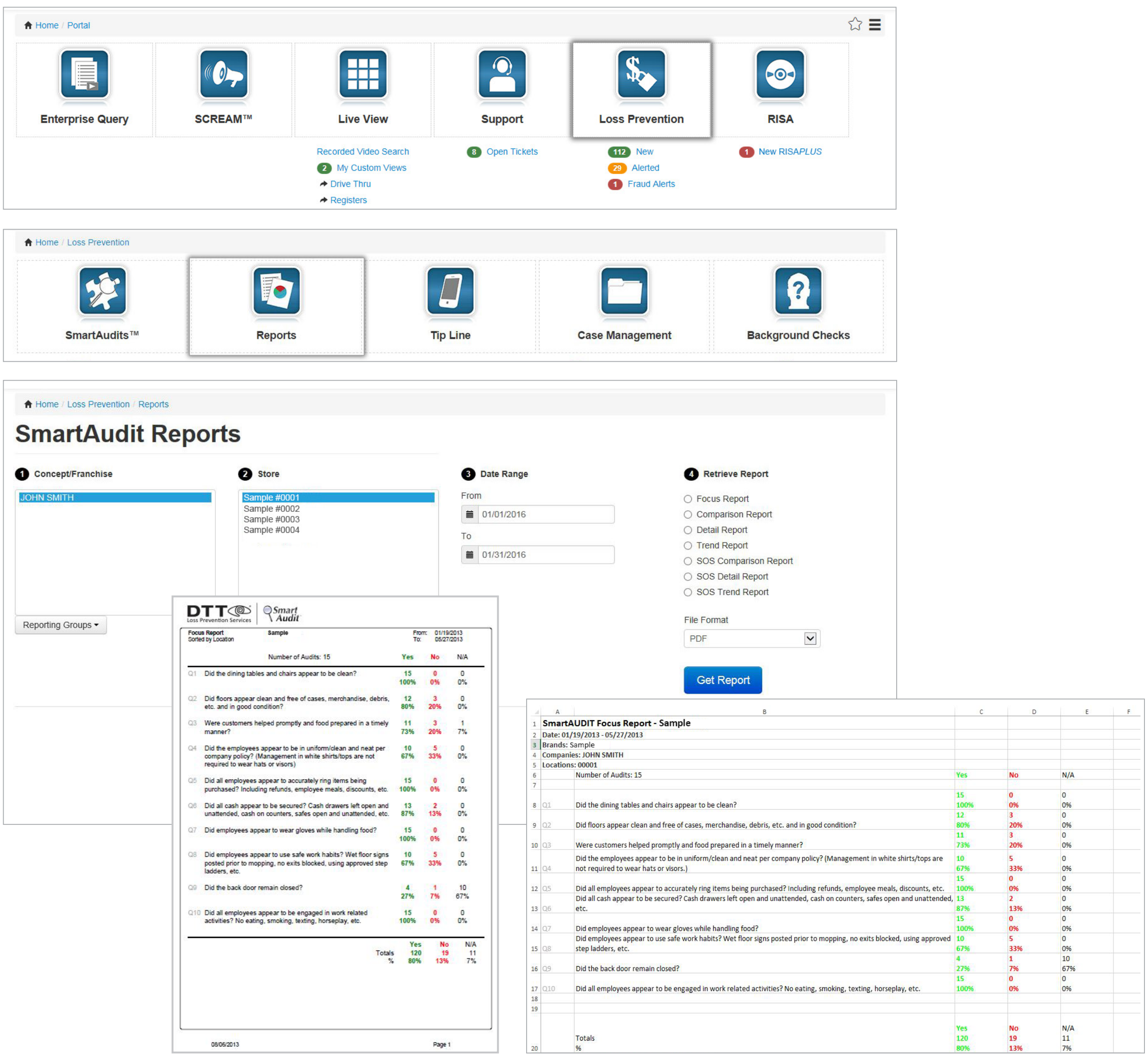
Stack ranking of the best to worst performing locations.

Detail Report

Overview of dates, times, and scores for each location evaluated.

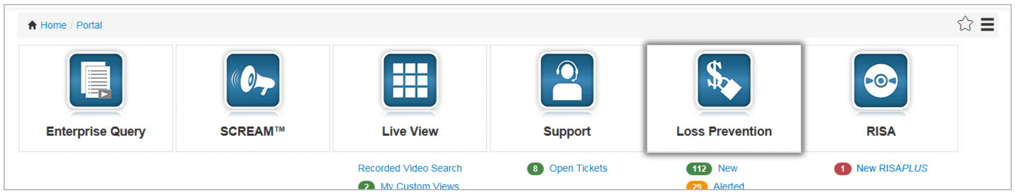
Trend Report

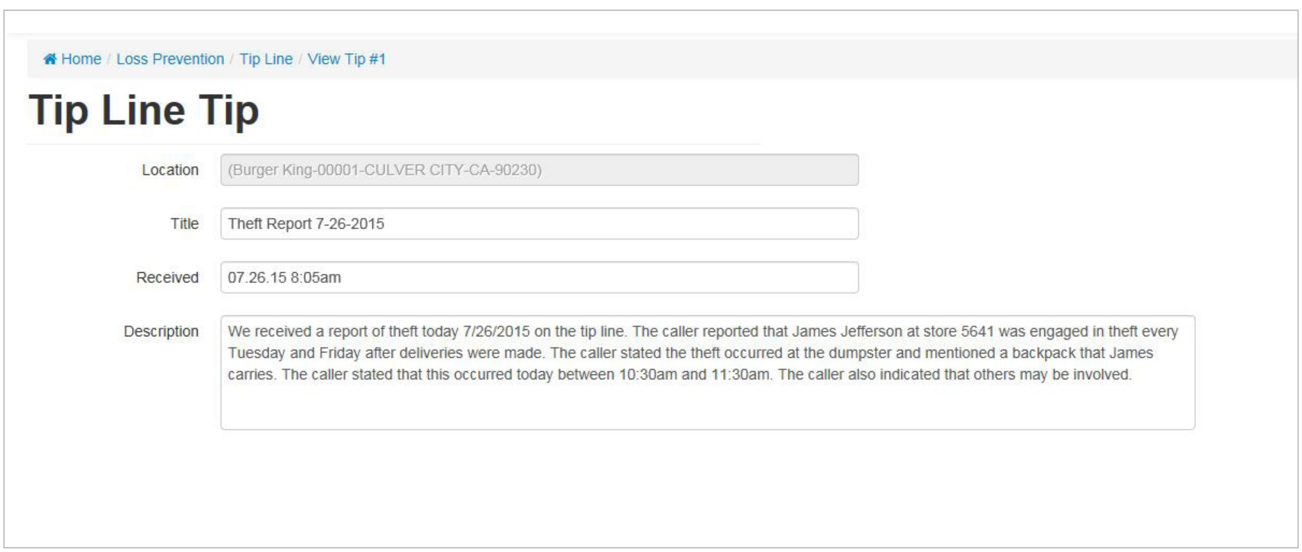
Ratings over time for all locations to determine the effectiveness of training, coaching, and hiring.



EMPLOYEE TIP LINE

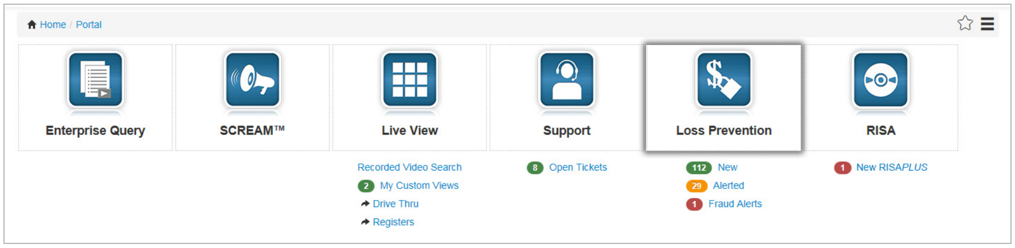
To get to the **Employee Tip Line** page, click on the **Loss Prevention** icon from the homepage, then go to the **Tip Line** section. DTT's Tip Line gives your employees the opportunity to submit anonymous tips, which you can view here.





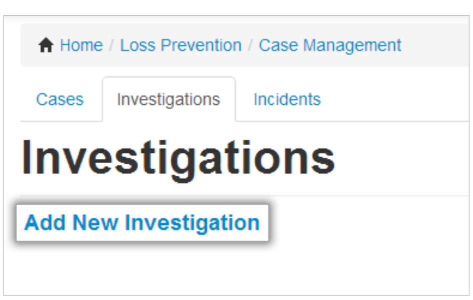
CASE MANAGEMENT

The **Case Management** section is part of the **Loss Prevention** section of the portal. Here you can keep track of any ongoing cases, upload files and images associated with cases, and record any associated attributes.



CREATING AN INVESTIGATION

To begin creating an investigation, click **Add New Investigation** on the **Investigations** tab.

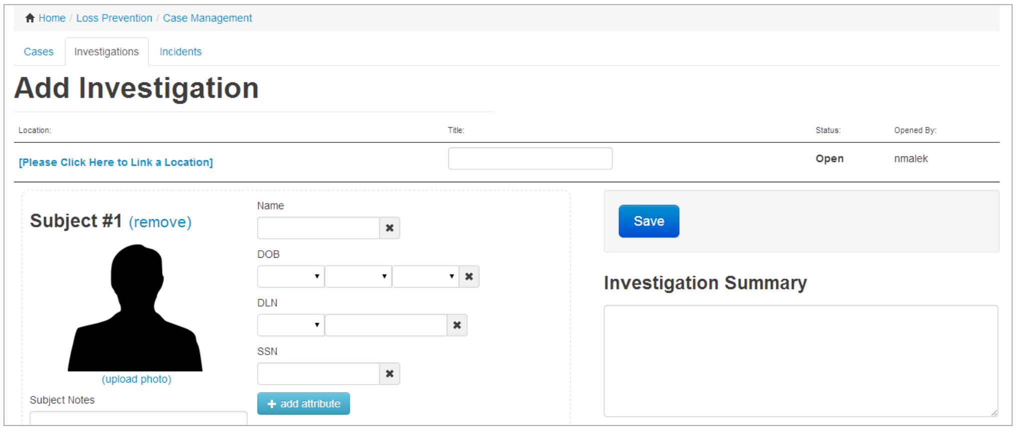


Here you will see the following fields:

- Select a location by clicking **[Please Click Here to Link a Location]**
- Enter a descriptive title in the **Title** field
- Enter a summary of the incident in the **Investigation Summary** field

Click **Save** once you are done.

All of these fields can be updated at a later time.

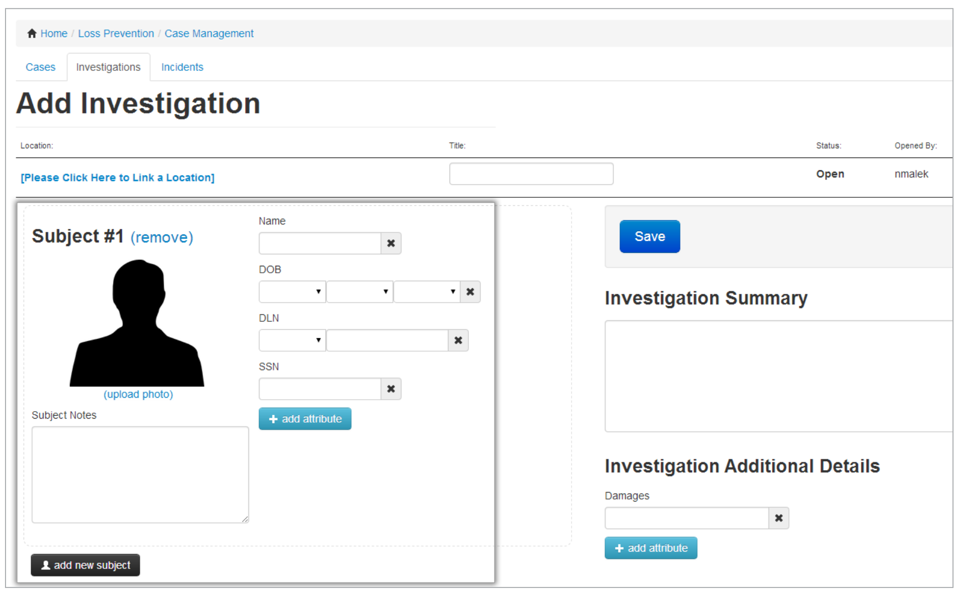


ADDING A SUBJECT TO AN INVESTIGATION

A subject can be used to keep track of personnel involved during the course of an investigation, the perpetrator, a witness, etc.

Every subject is created with the following basic attributes:

- Name
- Date of Birth (DOB)
- Drivers License # (DLN)
- Social Security # (SSN)

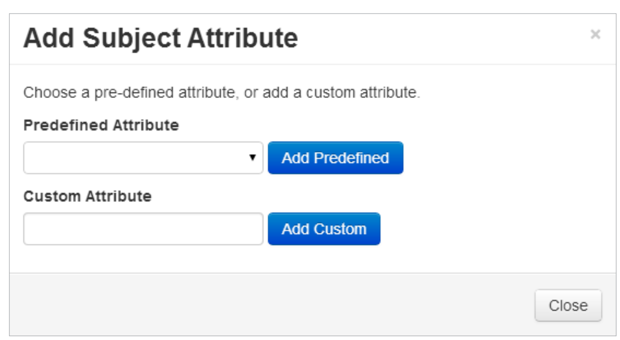


These basic attributes can be removed if they do not apply by clicking ✖ next to each attribute.

A new attribute can be added by clicking ✚ **add attribute**.

There are **Predefined Attributes**:

- Hire Date
- Department
- Height
- Weight



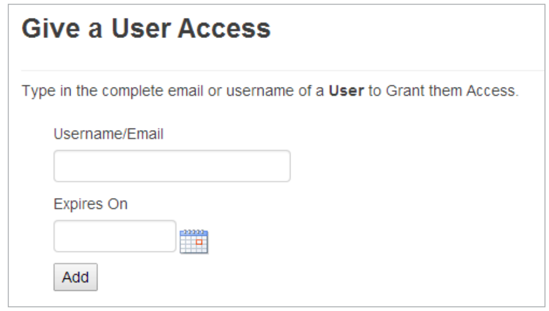
You can also create your own **Custom Attributes** to keep track of any additional information you may want to add, such as "Average Sales," "Working Days per Week," etc.

GRANTING ACCESS TO INVESTIGATIONS

Temporary MyDTT™ access can be granted to allow other individuals to review incidents, video footage, RISA files, etc. This requires setting up a temporary MyDTT™ account for the guest, which will permit access for a defined period of time.

To set up temporary access, follow these steps:

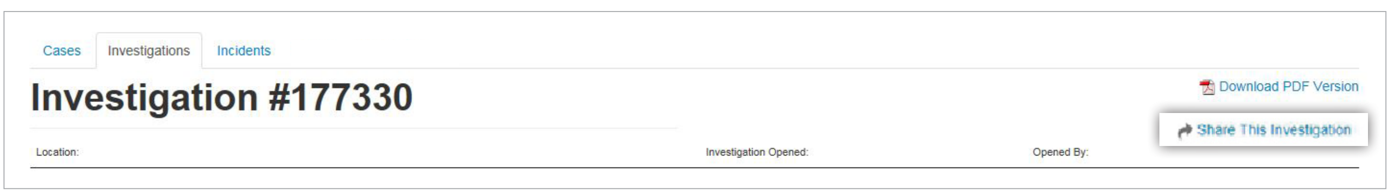
1. **Register** for a new MyDTT™ account with the information of the person who needs temporary access (this is free).
2. Go to the **Incidents** tab in the **Case Management** section and click **View** next to the incident in question.
3. Scroll down to **Give a User Access** and input the new user's information, along with an expiration date. If you want an existing MyDTT™ user to access an investigation, simply type their username/email in the field box.
4. Lastly, click **Save** at the top of the page.

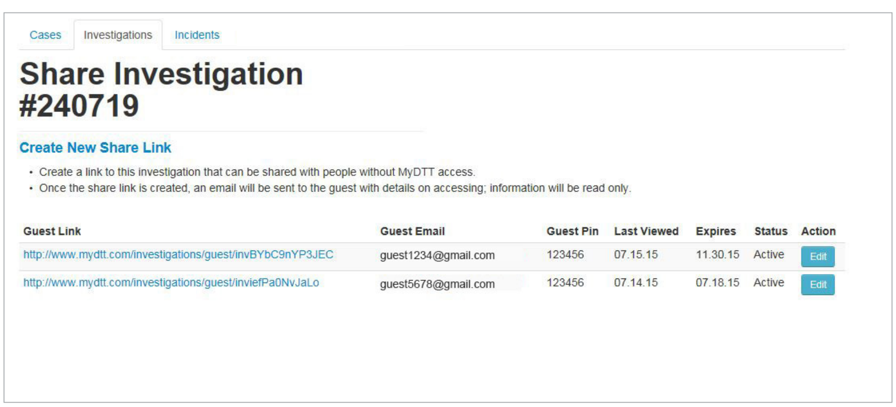


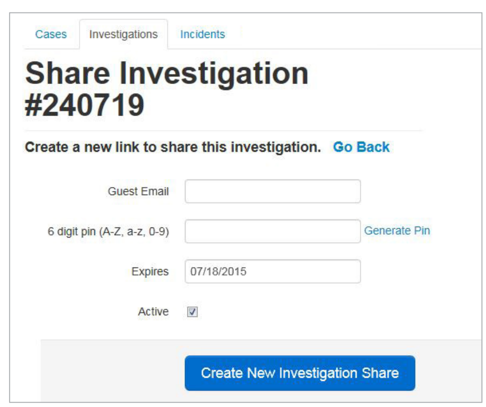
INVESTIGATION SHARING

This tool allows MyDTT™ users to share an investigation with users that do not have MyDTT™ access, without creating a new account. Using a secure link sent via email, guests can view video footage or other documentation associated with a particular incident. To share an **investigation**, go to the Investigations tab in the Case Management section and follow the steps below:

1. Click the blue **View** button next to the desired investigation.
2. Select **Share This Investigation** at the top right of the screen.
3. Click **Create New Share Link**.
4. Input the guest's email address, a 6 digit pin, and a desired access expiration date. Users can create their own or can have the system automatically generate one.
5. Click **Create New Investigation Share**.
6. A link and the 6 digit pin will be emailed to the guest. Upon clicking the link, the guest will be asked to enter the pin. The guest will then be taken directly to the investigation page. Guest users will have viewing/downloading privileges only and will not be able to edit existing or upload any new files.



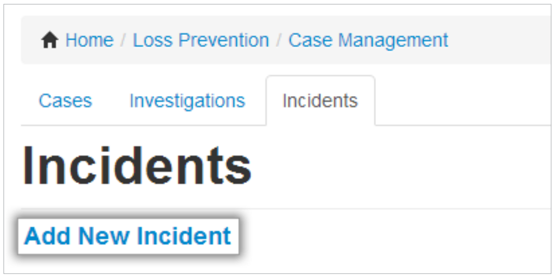




CREATING AN INCIDENT

Use the **Incidents** tab to store various materials related to events that take place at your location.

To begin creating an incident, click **Add New Incident** in the **Incidents** tab.

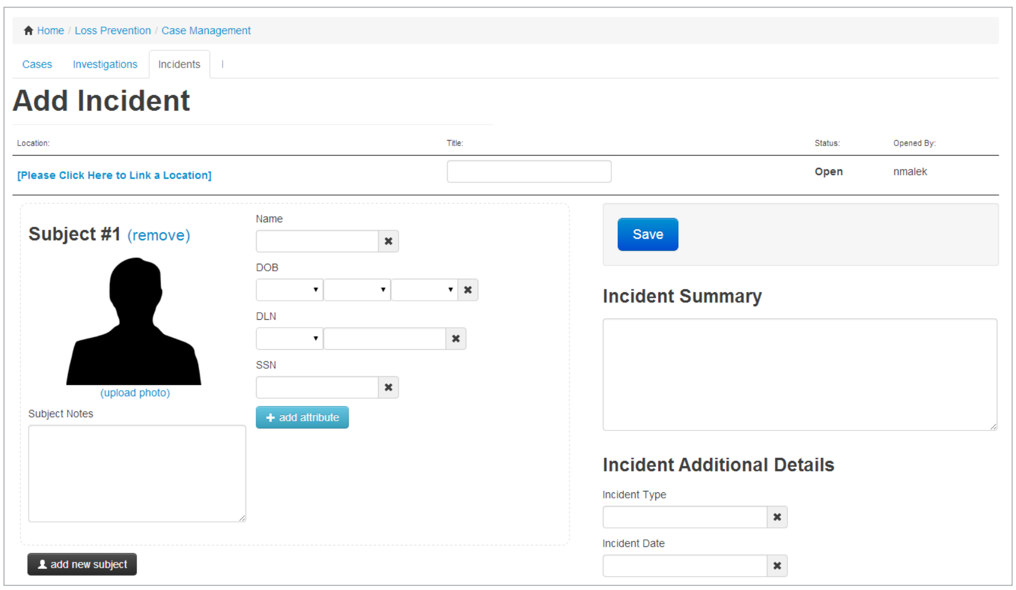


Here you will see the following fields:

- Select a location by clicking **[Please Click Here to Link a Location]**
- Enter a descriptive title in the **Title** field
- Enter a summary of the incident in the **Incident Summary** field

Click **Save** once you are done.

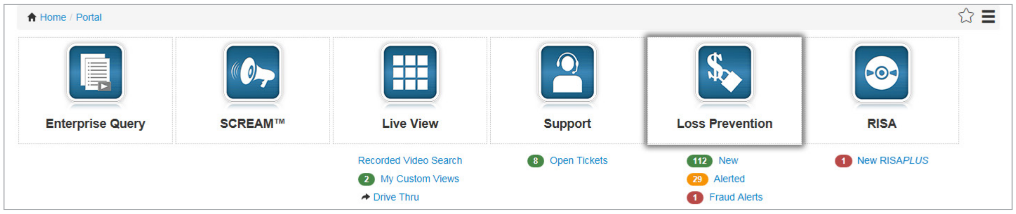
All of these fields can be updated at a later time.



BACKGROUND CHECKS

In collaboration with ISS, DTT offers pre-employment screening to all clients at a discounted price.

Access **Background Checks** from the **Loss Prevention** section.



Here, you can **Request New Background Checks** on your potential employees with the package that best suits your needs:

Basic Package

Recommended for entry-level positions. Offers Social Security Number Verification and County of Residence Criminal History Search.

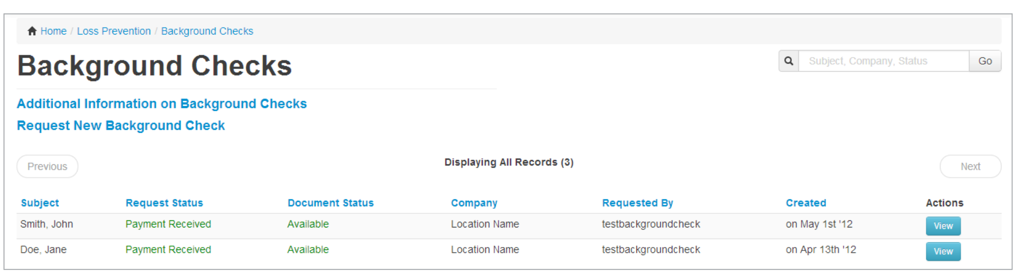
Team/Shift Leader Package

Recommended for Employees being promoted to supervisory positions. Offers Credit Report and National Sex Offender Search.

Social Security Package

Offers determining validity of Social Security Number and date/location where number was issued, identifies all names associated with number and whether the person is now deceased.

Specific services can be added to existing packages, or you can create your own customized package.

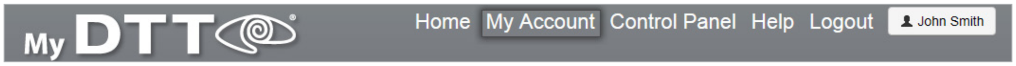


TIP! *Click on a section or topic to jump to page.*

ACCOUNT & PERMISSIONS MANAGEMENT

MY ACCOUNT

Click **My Account** on the top right of the portal to manage the details of your account. This includes your email address and password.

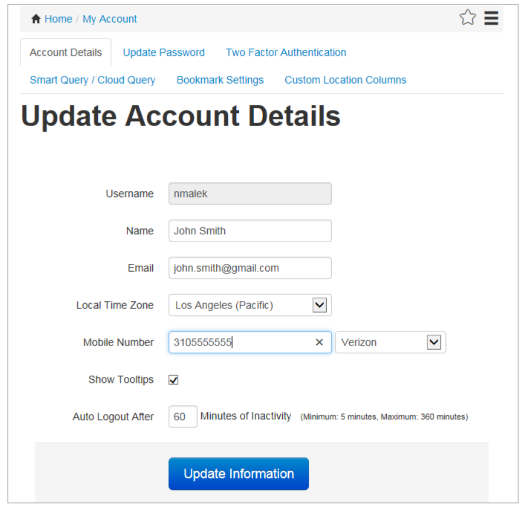


ACCOUNT DETAILS

Once you are in the **My Account** section, you can update your:

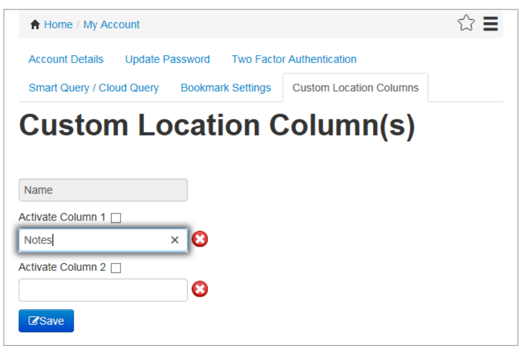
- Full Name (as it appears to other users, or for you)
- Email Address
- Phone Number

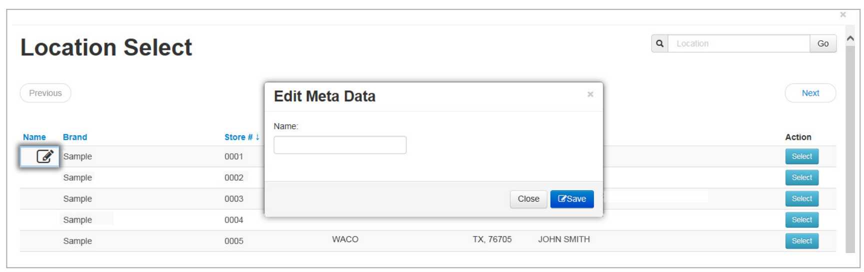
Click **Update Information** to save the changes.



CUSTOM LOCATION COLUMNS

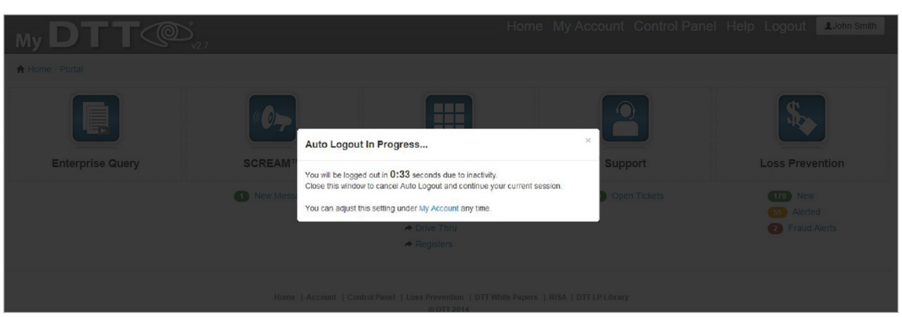
Create up to 2 different columns and add to the Live View page to better describe your store locations.

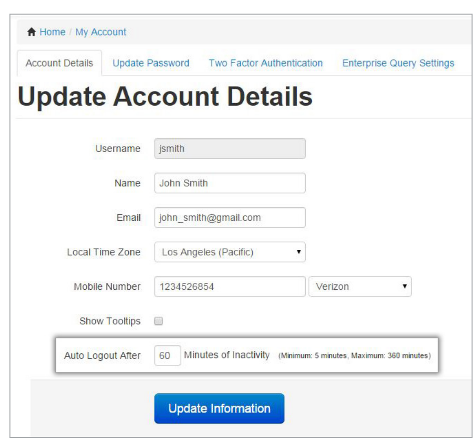




TIMEOUT TIME

This is where you can set your MyDTT™ account to time out if you are away from your device. By default, this is set at 60 minutes but can be adjusted to any time between 5 and 360 minutes. One minute prior to timeout, a warning dialog will appear. After the timeout time is reached, you will be directed to the MyDTT™ login page.





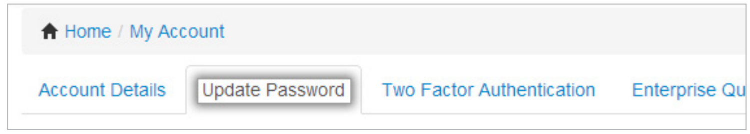
CHANGING YOUR PASSWORD

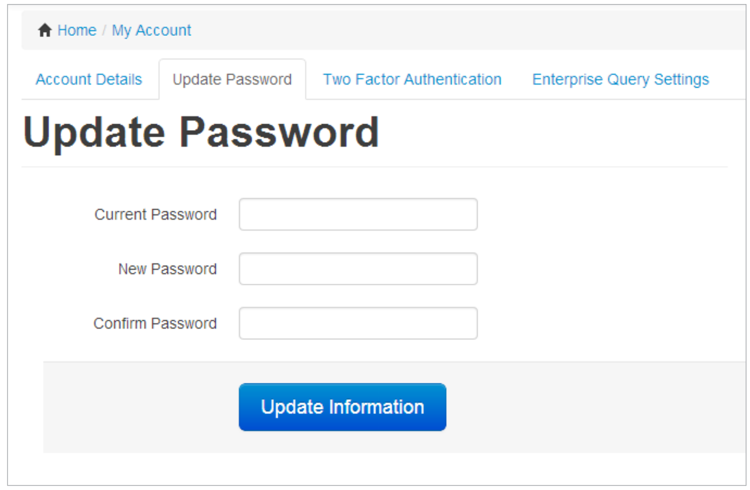
Click on the **Update Password,** tab to change your password then click on **Update Information** to save and exit this section.

Passwords must be at least 8 characters long and contain the following:

- A letter
- A number
- A capital letter
- A special character (! @ # $ % ^ & * ( ) _ -)

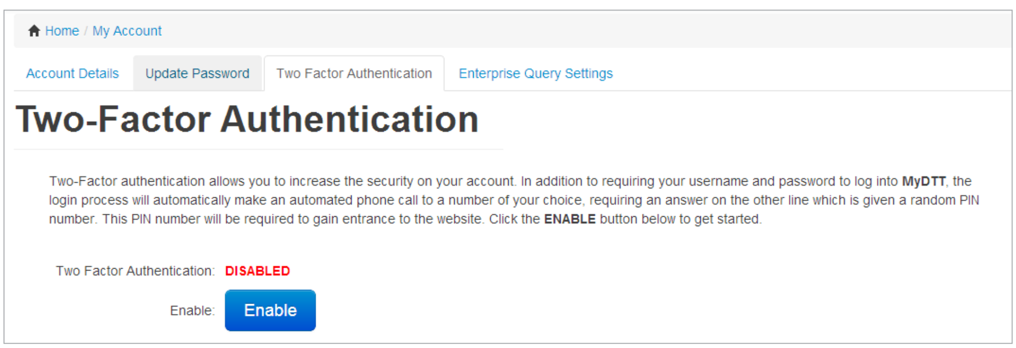
Passwords cannot contain your name or match any of your previous passwords.

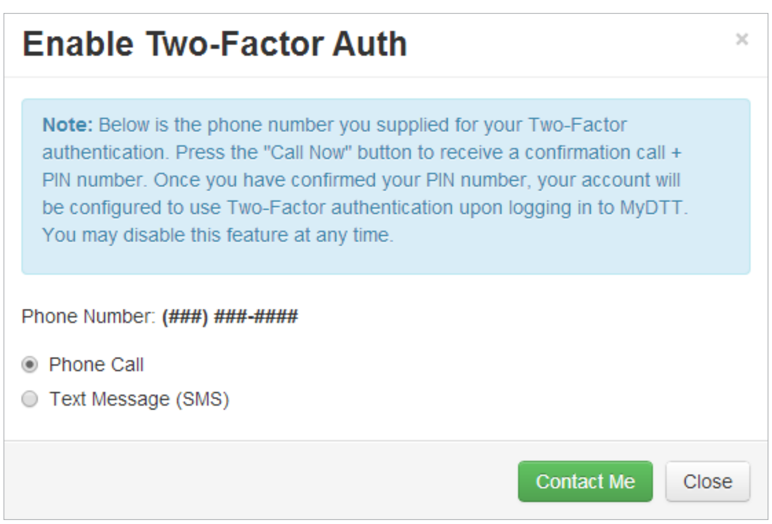




TWO-FACTOR AUTHENTICATION

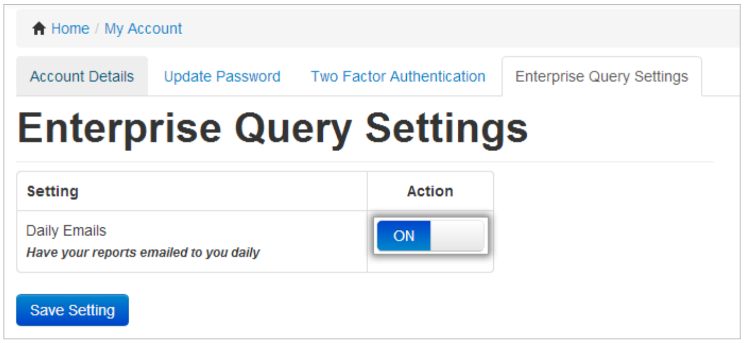
For increased security, configure your mobile phone to receive a call or text message during the login process. From the **Two-Factor Authentication** tab, click on **Enable** to configure a mobile number.





ENTERPRISE QUERY SETTINGS

To receive real-time updates on your exceptions, enable the daily emails by turning the action button to **ON**.

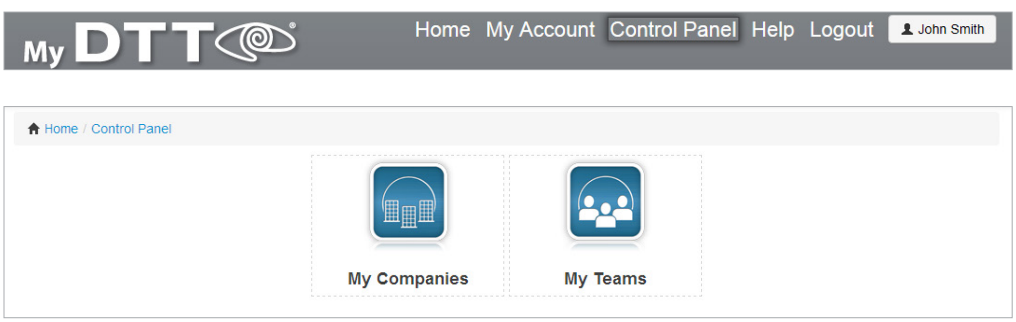


CONTROL PANEL

The **Control Panel** is your center of permissions management for your enterprise. You can find this section next to **My Account** on the top right of the portal.

From here you can:

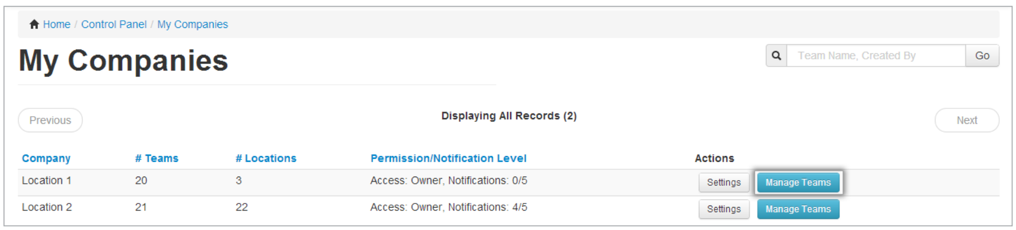
- Create new teams.
- Manage existing teams and grant store-based viewing permission.
- View all teams, their members, and which stores are granted access throughout your enterprise.
- Create and manage Reporting Groups.



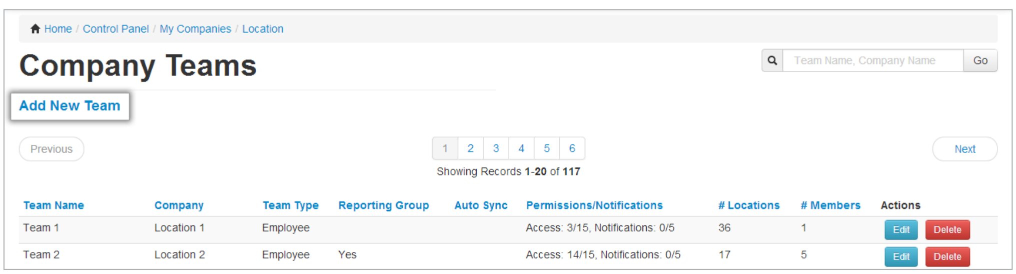
CREATING A NEW TEAM

Teams are groups of users given a set of permissions for a group of stores. From the **Control Panel**, click on **My Companies** to create a new team.

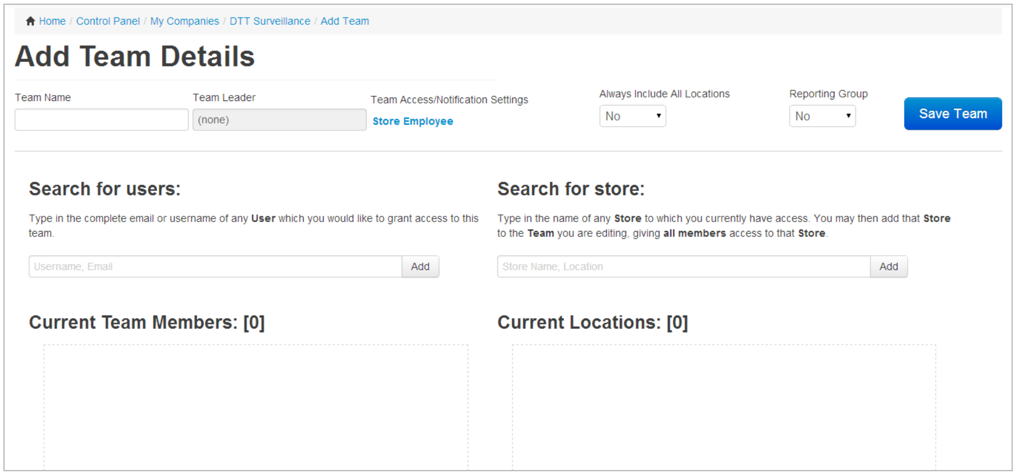
Visit the list of **My Companies** and view the company you would like to create a team for by clicking **Manage Teams.**



Click **Add New Team** to begin creating a new team.

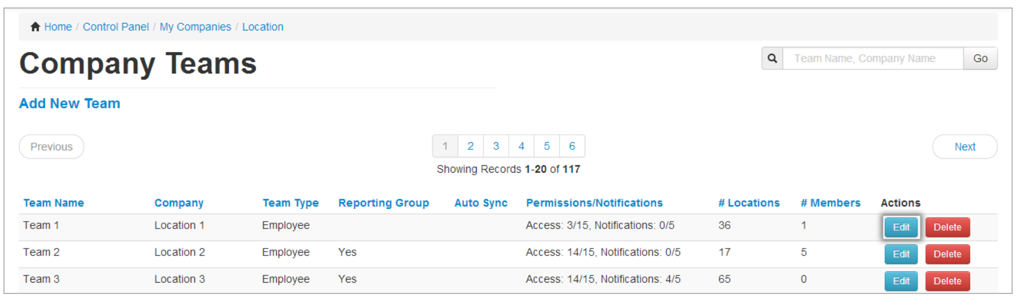


Name your team (i.e. "West District" or "John's Stores" rather than "Team 1"). Click **Save Team** when you have finished editing the team.

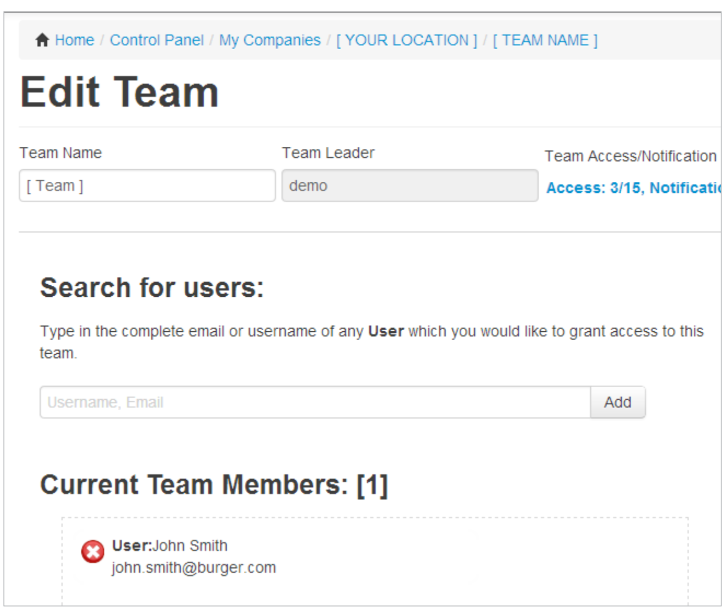


ADD/REMOVE USERS FROM TEAM

Edit the users for any team.

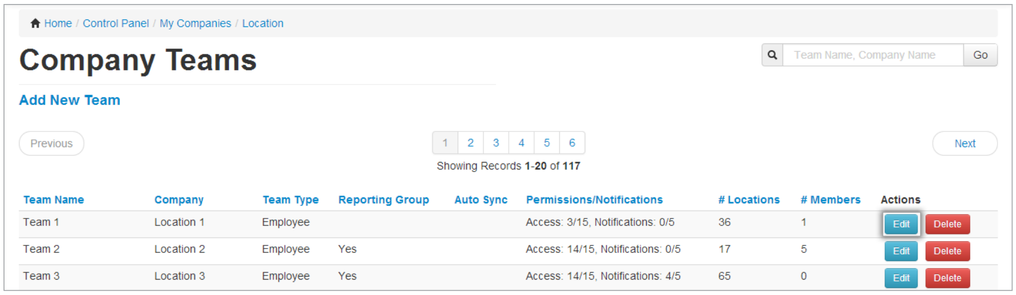


Search for users by username or email address. Click **Add** to add a user to the team. To remove a user, click next to the user. Save all modifications by clicking **Update Information**.

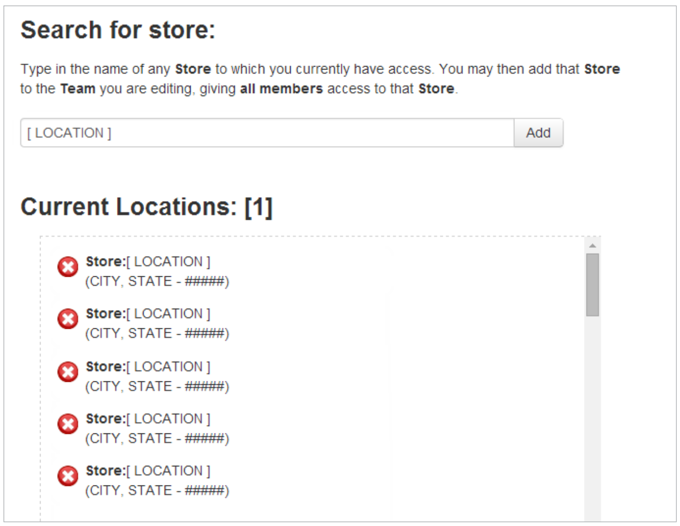


GRANT ACCESS TO STORES

Edit the stores managed by any team.

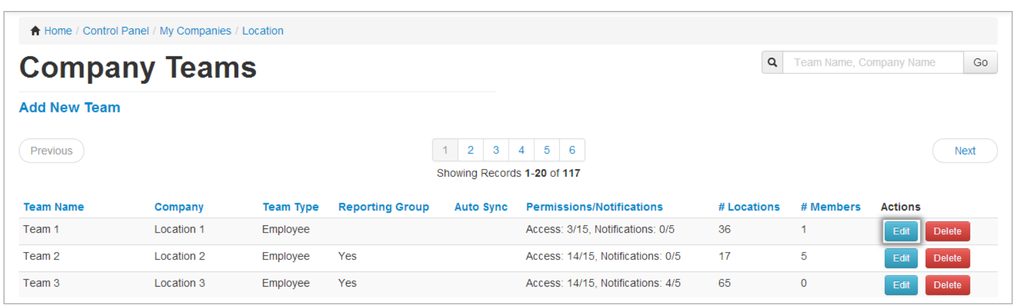


Search for stores by store number, address, or company. Click **Add** to add a store to a team. To remove a store, click . Save all modifications by clicking **Update Information**.

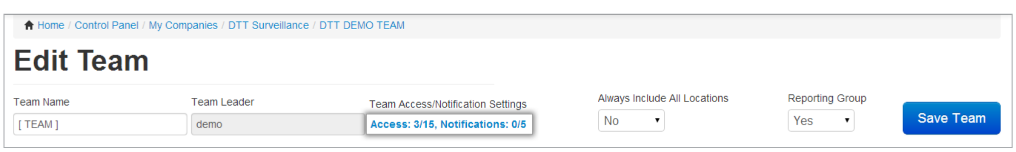


RESTRICTING ACCESS PERMISSIONS

Edit permissions under any team.

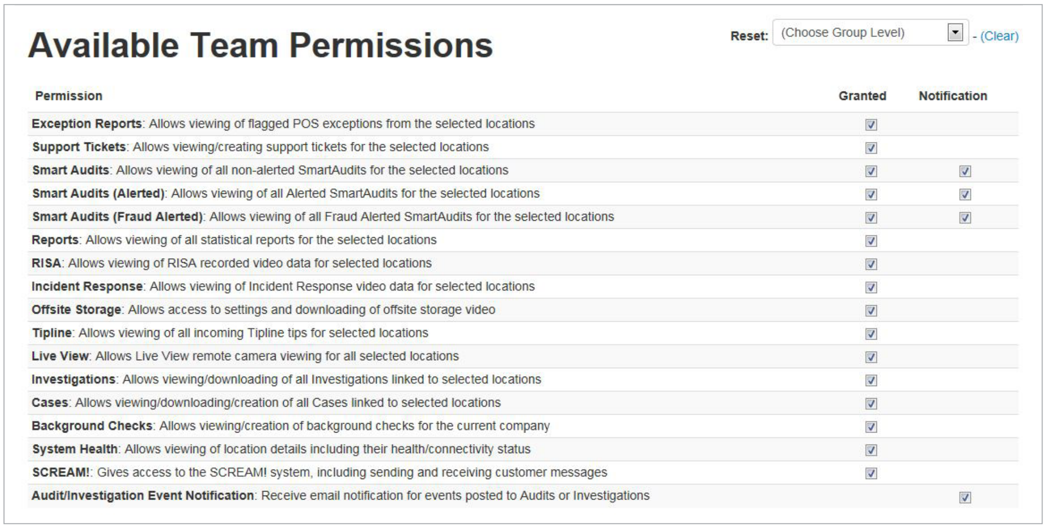


Click **Access Notifications** to manage permissions.



You can set the permissions using the pre-defined group levels by selecting from the drop-down.

For advanced permission settings, each individual item can be selected/unselected after choosing a group level.



Available Team Permissions

Reset: (Choose Group Level) - (Clear)

Permission	Granted	Notification
Exception Reports: Allows viewing of flagged POS exceptions from the selected locations	☑	
Support Tickets: Allows viewing/creating support tickets for the selected locations	☑	
Smart Audits: Allows viewing of all non-alerted SmartAudits for the selected locations	☑	☑
Smart Audits (Alerted): Allows viewing of all Alerted SmartAudits for the selected locations	☑	☑
Smart Audits (Fraud Alerted): Allows viewing of all Fraud Alerted SmartAudits for the selected locations	☑	☑
Reports: Allows viewing of all statistical reports for the selected locations	☑	
RISA: Allows viewing of RISA recorded video data for selected locations	☑	
Incident Response: Allows viewing of Incident Response video data for selected locations	☑	
Offsite Storage: Allows access to settings and downloading of offsite storage video	☑	
Tipline: Allows viewing of all incoming Tipline tips for selected locations	☑	
Live View: Allows Live View remote camera viewing for all selected locations	☑	
Investigations: Allows viewing/downloading of all Investigations linked to selected locations	☑	
Cases: Allows viewing/downloading/creation of all Cases linked to selected locations	☑	
Background Checks: Allows viewing/creation of background checks for the current company	☑	
System Health: Allows viewing of location details including their health/connectivity status	☑	
SCREAM!: Gives access to the SCREAM! system, including sending and receiving customer messages	☑	
Audit/Investigation Event Notification: Receive email notification for events posted to Audits or Investigations		☑

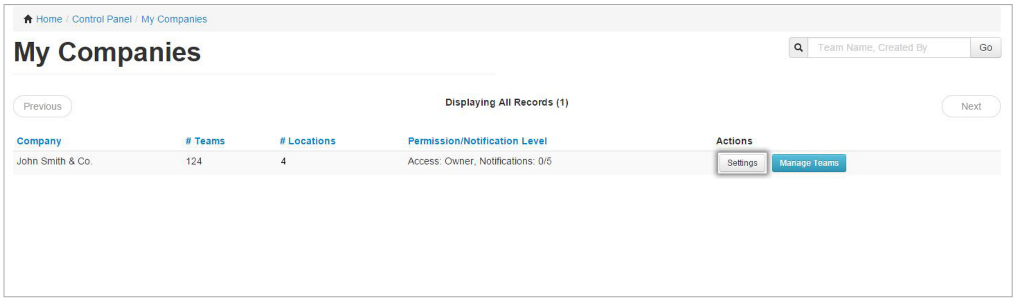
From this screen, you can manage which users are allowed to view specific aspects of the stores in your enterprise.

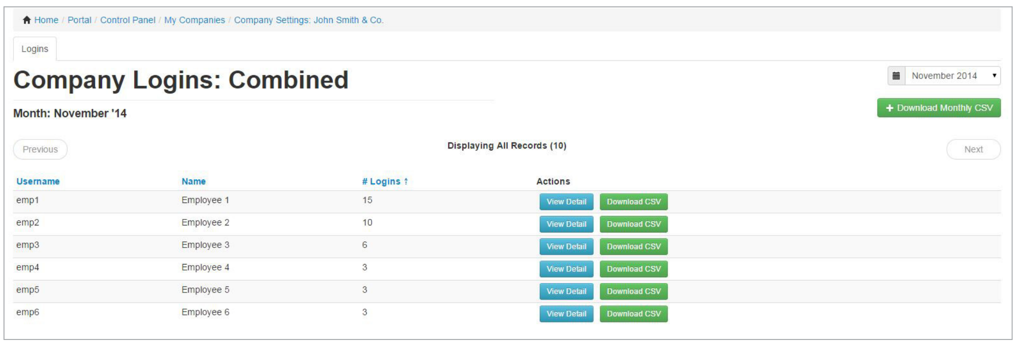
The permissions include:

- Viewing Video Exception Reports for your stores.
- Reviewing SmartAudits™ and the various alert levels associated by your auditor (Regular, Alerted, and Fraud Alerted audits).
- Managing whether members of this team receive email notifications about new audits for these levels.
- Reviewing and creating Support Tickets.
- Live View of your store’s cameras.
- Cases and Investigations.
- System Health of the DVR & cameras at your stores.
- Accessing the Background Check service.

LOGIN USAGE REPORT

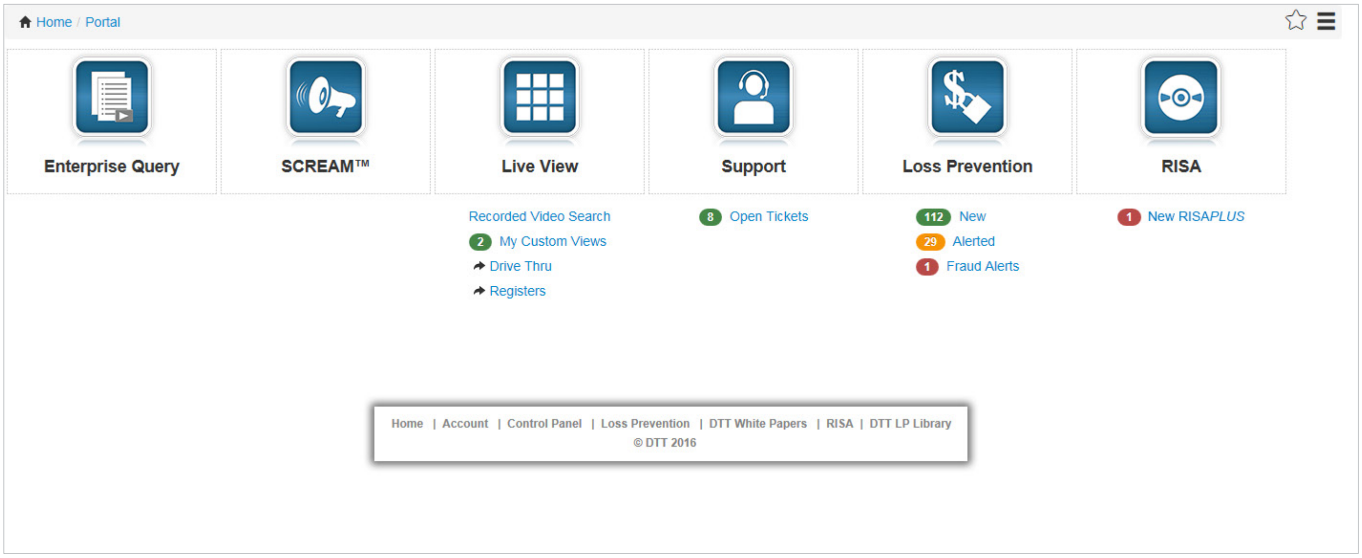
This allows you to monitor who is accessing the site and when. Click on **My Companies** then **Settings** to view. For specifics regarding dates/times, select **View Detail** next to the appropriate person's name. You can also download monthly or individual login data reports by clicking **Download Monthly CSV** or **Download CSV** at the top right.





ADDITIONAL RESOURCES

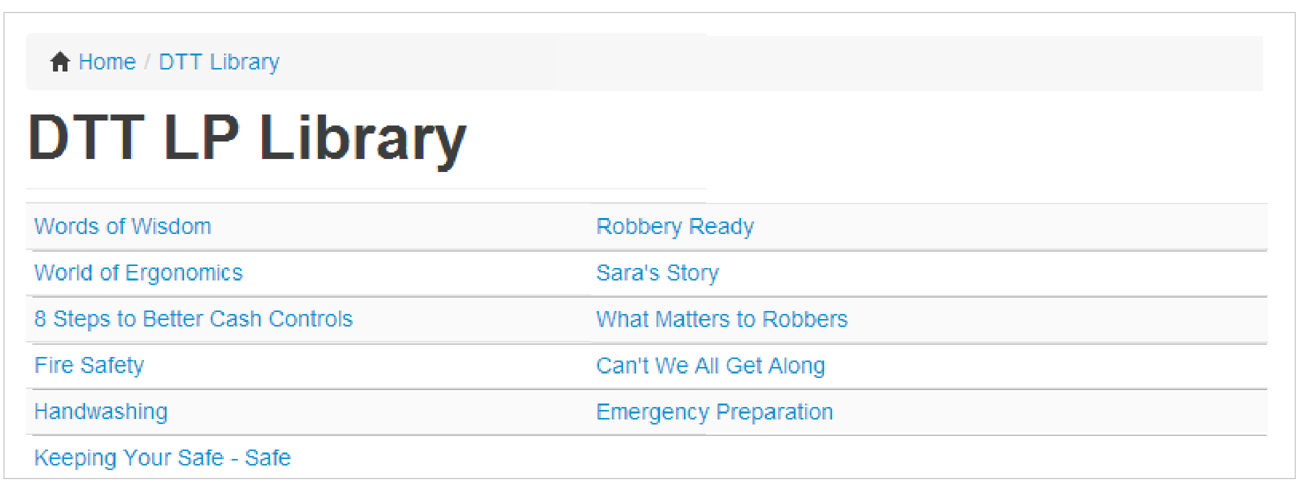
Find links to additional information and resources at the bottom of every MyDTT™ page.



LP LIBRARY

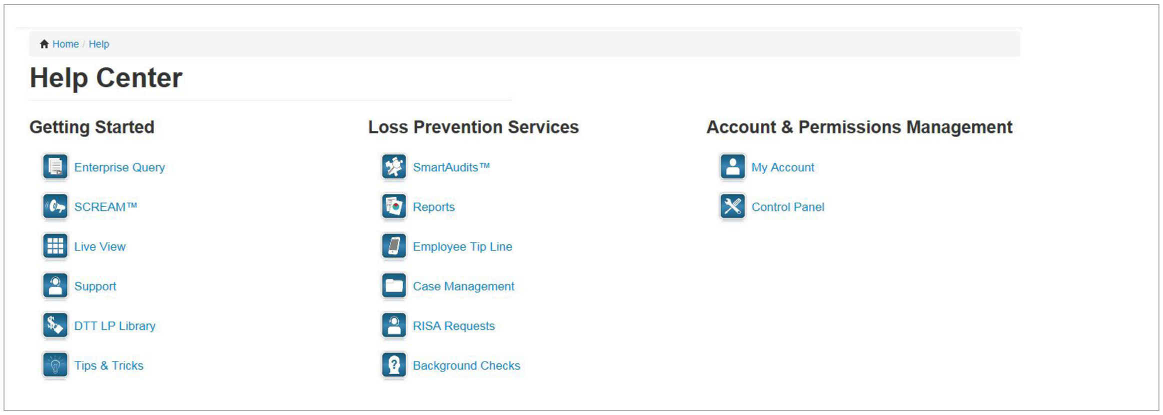
The **LP Library** includes a variety of loss prevention-specific material including tips and suggestions, reporting worksheets, guidebooks and more.

Click on the individual links to open the PDF files.



HELP CENTER

The MyDTT™ Help Center is an online guide to every functionality within MyDTT™. Click each link to learn how to access and use various tools.



DTT WHITE PAPERS

DTT White Papers links to the White Paper section of DTT's website. Written by industry experts, this series will help solve various business problems and highlights some of DTT's products and services.