

MyDTT™

TRAINING

GUIDE

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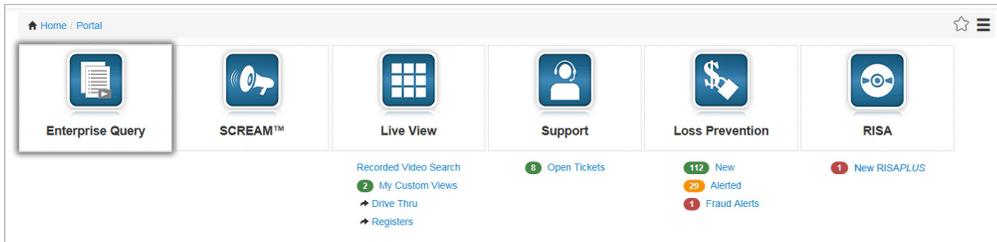
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GETTING STARTED

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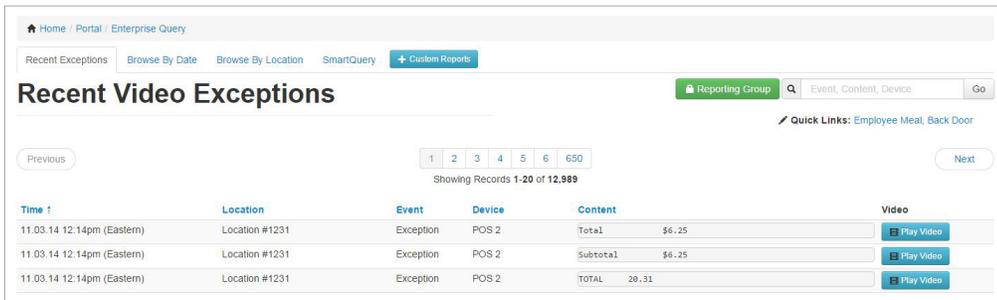
ENTERPRISE QUERY*

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.



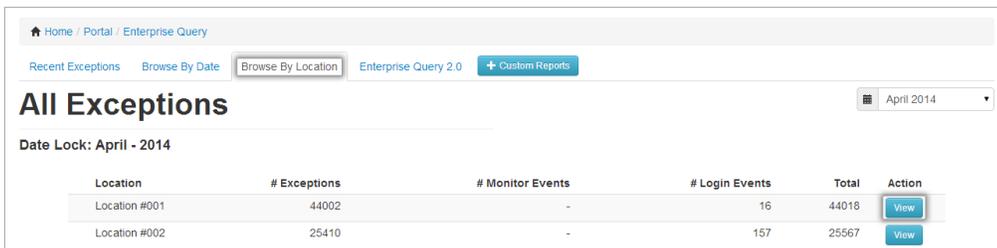
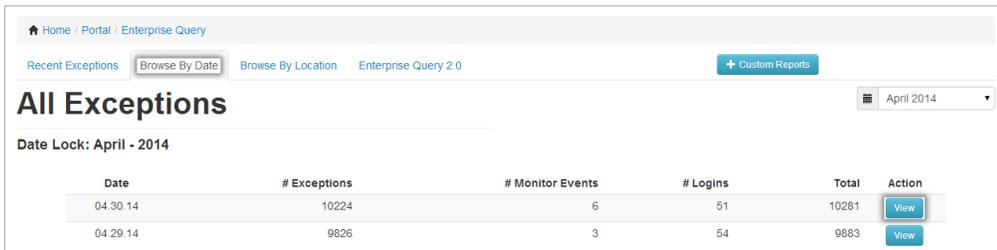
RECENT EXCEPTIONS

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.

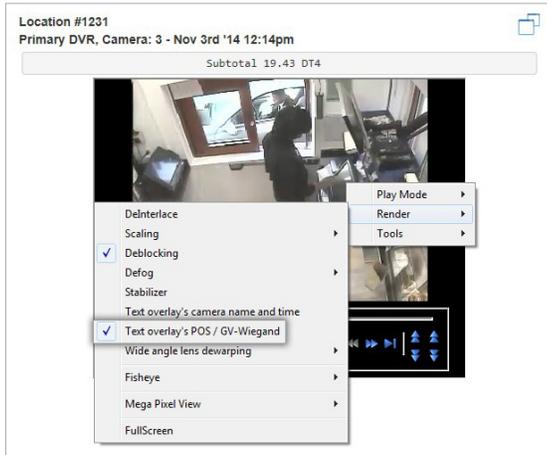


* The appearance of Enterprise Query will vary depending on the version your system is running.

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.



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.

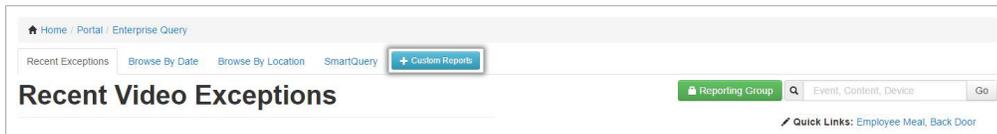
Troubleshooting: If you are having trouble playing videos in Internet Explorer, please download and install the newest version of the Video Player software.



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**.



Home / Enterprise Query / Custom Reports / Employee & Manager Meals

Report Details

Report Name: Always Include All Locations: [Save Report](#)

Enter Exceptions: Type in the exception filter information you wish to include with this report:
 [Add](#)

Search for store: Type in the name of any **Store** to which you currently have access. You may then add that **Store** to this **Report** you are editing:
 [Add](#)

Current Exception Count: [2] **Current Locations: [1]** [+ Add All Locations](#)

- Filter Text: emp
- Filter Text: manager
- Store: Location #1231 (Los Angeles, CA - 90031)

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.

Home / Portal / Enterprise Query

Recent Exceptions | Browse By Date | Browse By Location | SmartQuery | [+ Custom Reports](#)

Recent Video Exceptions

[Reporting Group](#) [Go](#)
 Quick Links: Employee Meal, Back Door

Home / Portal / Enterprise Query

Recent Exceptions | Browse By Date | Browse By Location | SmartQuery | [+ Custom Reports](#)

Recent Video Exceptions

[Reporting Group](#) [Go](#)
 Quick Links: Employee Meal, Back Door

Previous Next
 Showing Records 1-20 of 12,989

Time	Location	Event	Device	Content	Video
11:03:14 12:14pm (Eastern)	Location #1231	Exception	POS 2	Subtotal	20:29 Play Video

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.

[Reporting Group](#) [Go](#)
 Quick Links: [Employee Meal](#), [Back Door](#)

Quick Links

[Go](#)

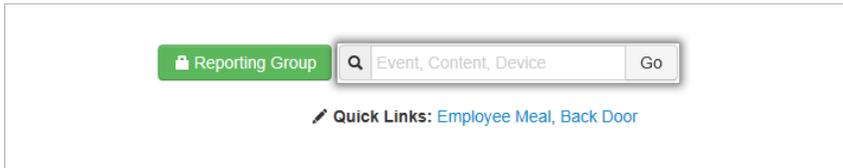
[Add Quick Link](#)

Previous Next

Label	POS Data Value	Created	Actions
Employee Meal ✎	empmeal ✎	Jun 18th 2012, 13:08	Delete
Back Door ✎	Back Door ✎	Feb 5th 2013, 09:10	Delete

SEARCH

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

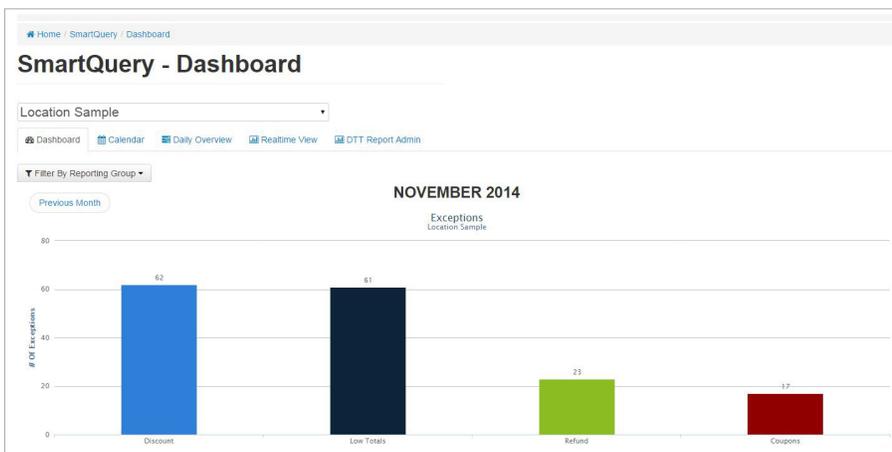


SMARTQUERY™ DASHBOARD

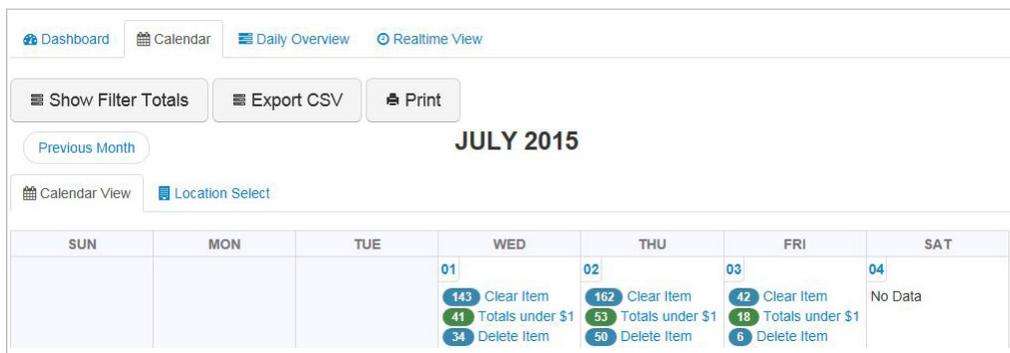
The **SmartQuery™ Dashboard** provides an overview of your daily/real-time exceptions across all locations, enabling you to compare the performance of each store.

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

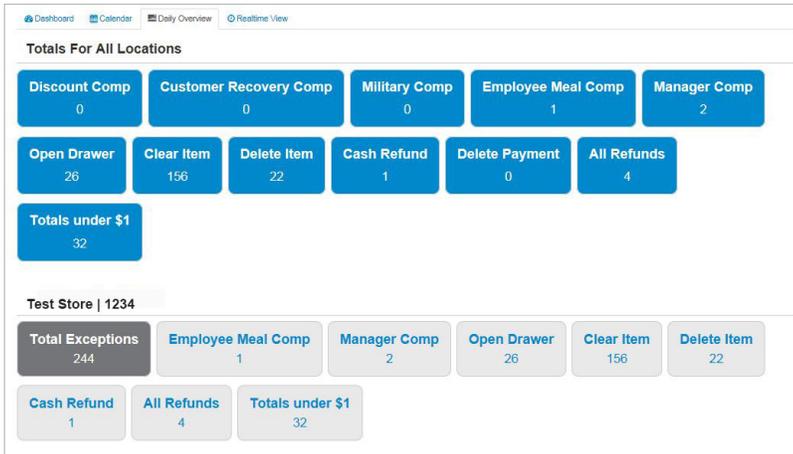
Additionally, the Dashboard provides a summary of enterprise data able to be viewed on one screen or in an email.



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



The Daily Overview tab shows exceptions by location.

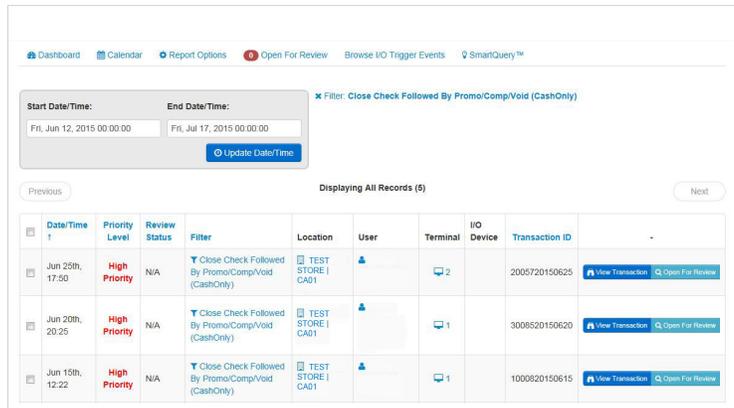
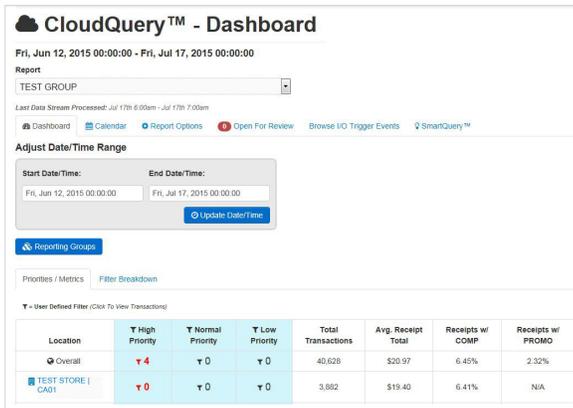


The Realtime View tab will take you back to Enterprise Query 1.0.

CLLOUDQUERY™ 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.

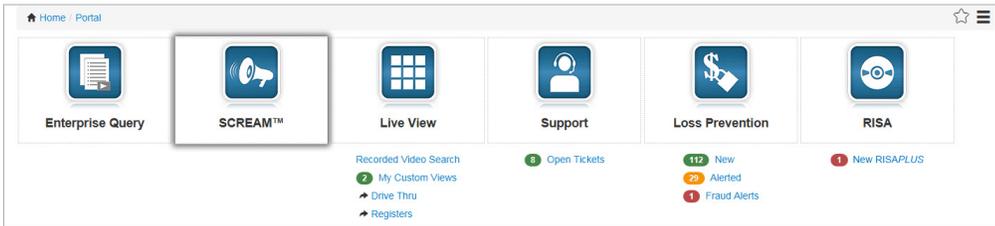
- Daily and real-time exceptions for each location plus summarized enterprise data on 1 screen or 1 email.
- Compare performance across locations.
- Search exceptions by type, value, or device.
- Analyze reports based on region, location, territory.
- Set various Permission Levels for owners, managers,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



SCREAM™

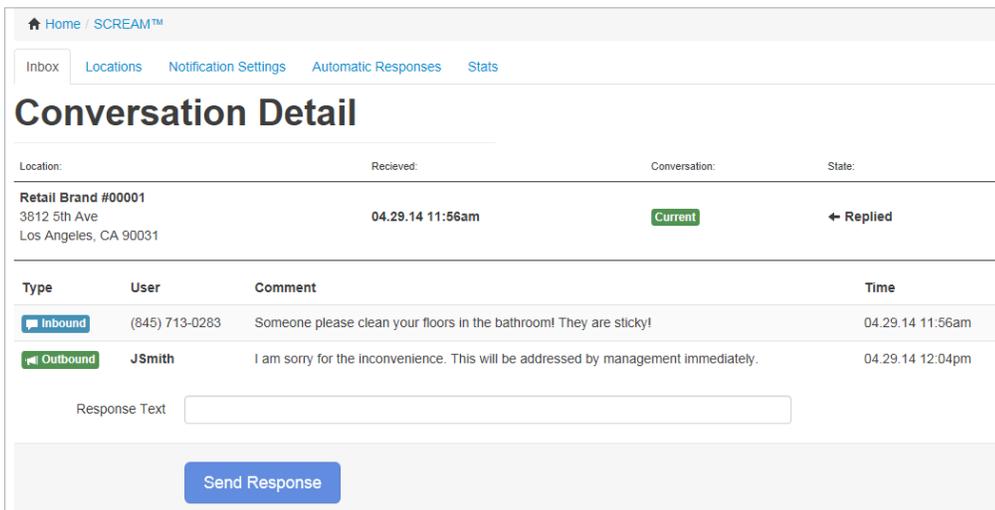
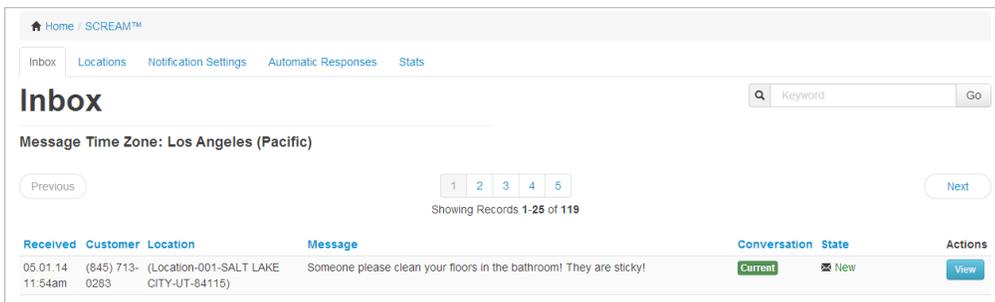
SCREAM™ is an easy to use, text-based customer feedback tool, allowing your operation to react quickly and efficiently to customer service issues.

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.

Location ID	Location	Phone Number	Receive Notifications
222525	(Location-001-Los Angeles-CA-90031)	(213) 555-5555 Created: 01.07.13 3:32pm	<input checked="" type="radio"/> Yes
274596	(Location-002-SALT LAKE CITY-UT-84115)	(801) 555-5555 Created: 02.15.13 8:24am	<input type="radio"/> No

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.

Notifications Enabled Yes

Please choose which days of the week you wish to receive inbox notifications:

Days of The Week Mon Tue Wed Thu Fri Sat Sun
(select all / none)

Please choose which accounts you wish to have your inbox notifications delivered to:

Email Address john@burgers.com

Mobile Number (310) 555-5555

AUTOMATIC RESPONSES

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

Company	Message	Enabled	Actions
JOHN SMITH	Thank you for your message! We will respond shortly.	<input checked="" type="radio"/> Yes	<input type="button" value="Edit"/> <input type="button" value="Clear"/>

ADDING AN AUTOMATIC RESPONSE

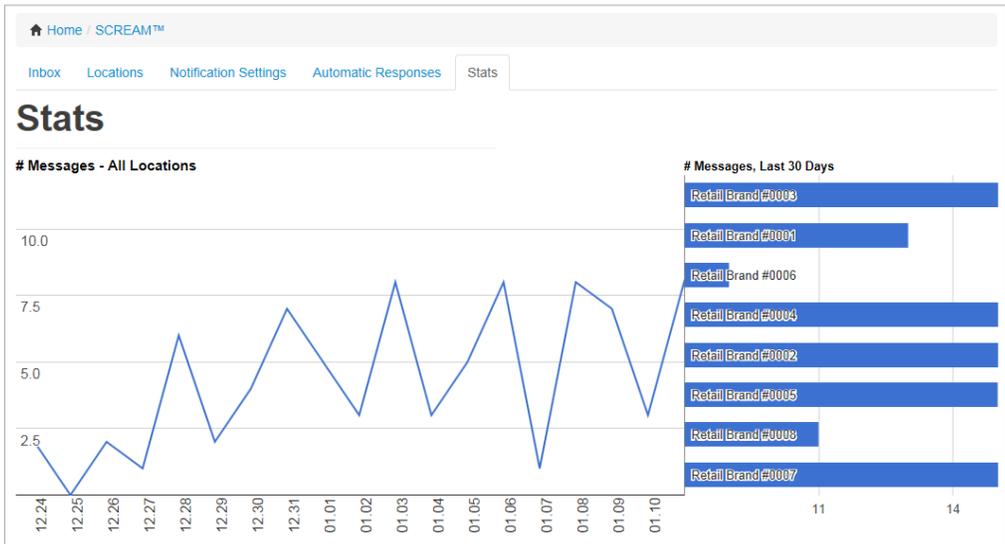
If Automatic Responses have not been previously set up, add a new message by clicking the blue **Add** button to the right of the company name. Enter your desired text and click **Save Changes**.

The screenshot shows the 'Automatic Responses' section of a software interface. At the top, there are navigation tabs for 'Inbox', 'Locations', 'Notification Settings', 'Automatic Responses', and 'Stats'. Below the tabs is a search bar labeled 'Company Name' with a 'Go' button. A 'Previous' button is on the left and a 'Next' button is on the right. In the center, it says 'Showing Records 1-20 of 21'. Below this is a table with columns: 'Company', 'Message', 'Enabled', and 'Actions'. The first row shows 'FOR LLC' under 'Company', 'n/a' under 'Message', 'n/a' under 'Enabled', and a blue 'Add' button under 'Actions'.

The screenshot shows a modal dialog box titled 'Edit Automated Response Text'. It has a close button (X) in the top right corner. Inside the dialog, there is a text input field labeled 'Response' containing the text 'Thank you for your message. We'll be in touch shortly!'. At the bottom of the dialog, there are two buttons: 'Close' and 'Save changes'.

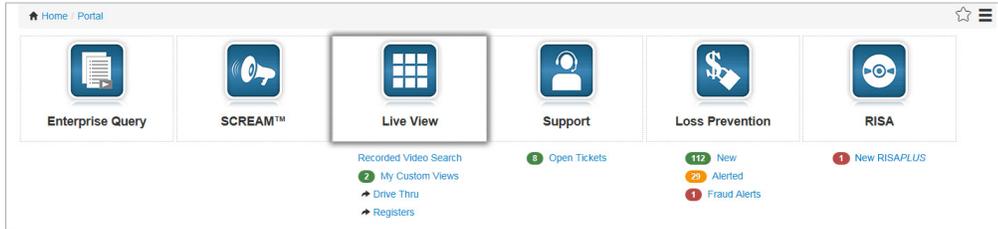
STATS

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.



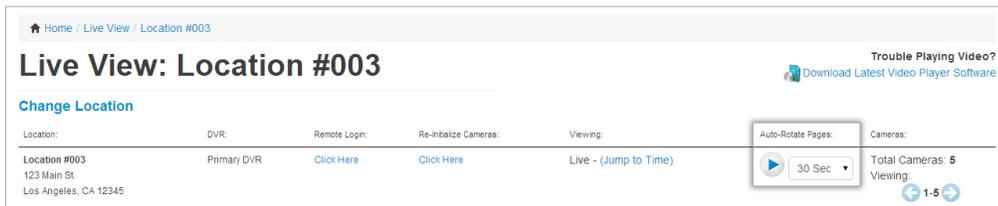
LIVE VIEW

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.



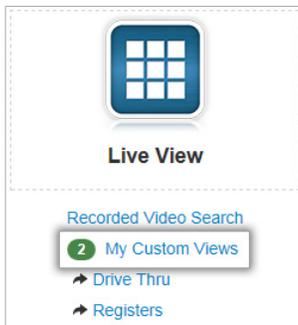
AUTO ROTATE

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.

Home / Live View / Custom Views / Add Custom View

Live View: Add Custom View

Custom View Name

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



Select the location of the camera to add.

My Sites

Search: Store #, Concept, Address Go

Previous 1 2 3 4 Next

Showing Records 1-20 of 74

Concept / Franchise	Store #	Company	Address	City	State	Link
Location	001	Company Name	123 Main St.	Los Angeles	CA	Select
Location	002	Company Name	123 Main St.	Los Angeles	CA	Select

Click **Link** to add the camera.

Location Cameras

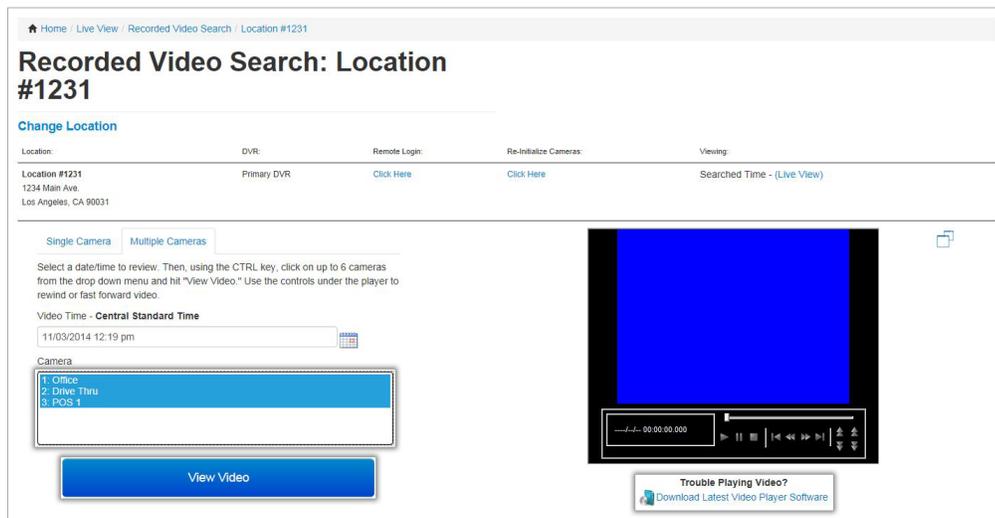
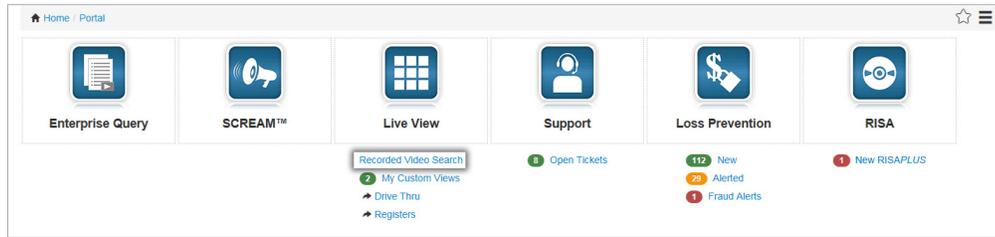
Previous 1 2 Next

Showing Records 1-15 of 21

DVR	Camera Number	Camera Name	Link
Primary DVR	1	Hostess	Link
Primary DVR	2	Bar	Link

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.

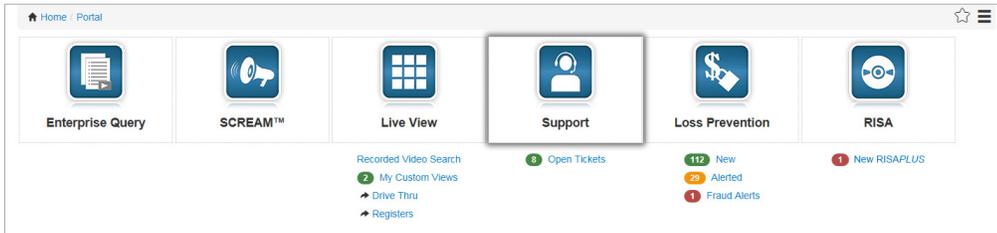
TROUBLESHOOTING VIDEO ISSUES

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.

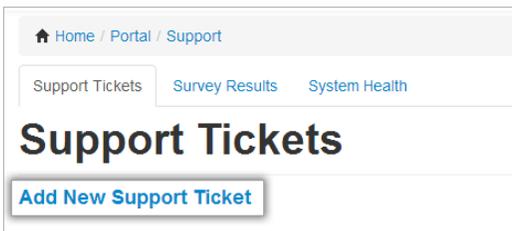
SUPPORT

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.

A screenshot of the 'Add Support Ticket' form. At the top, there is a navigation bar with 'Home / Portal / Support'. Below this, there are three tabs: 'Support Tickets' (selected), 'Survey Results', and 'System Health'. The main heading is 'Add Support Ticket'. The form contains the following fields: 'Location' with a link '(Please Click Here to Link a Location)', 'Your Name' with the value 'John Smith', 'Problem Description' with a large text area, 'Contact Phone' with the value '3105555555', and 'Contact Email' with the value 'john.smith@burger.com'. Below the 'Contact Email' field, there is a link '(add additional email)'. At the bottom of the form, there is a blue button with the text 'Add Ticket'.

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**.

Home / Portal / Support

Support Tickets | Survey Results | System Health

Support Tickets

Search: Ticket ID, Store Name [Go]

[Add New Support Ticket](#)

Previous [1 2 3 4 5 6 63] Next

Showing Records 1-20 of 1,247

Ticket ID	Title	Last Modified	Category	Status	Survey	Actions
398231	(DSR) - (Location-001-SMYRNA-GA-30080)	1 hour, 27 minutes ago	DSR	Closed		View
708781	(DSR) - (Location-002-SMYRNA-GA-30080)	3 hours, 32 minutes ago	DSR	Open		View
708566	Location-004-CINCINNATI-OH-45213	4 hours, 5 minutes ago	Smart Audit Request	Closed		View

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.

Home / Portal / Support

Support Tickets | Survey Results | System Health

Edit Ticket #398231

Location:	Ticket Date:	Ticket Category:	Ticket ID:	Survey Results:	Ticket CC:	Status:
Location #001 123 Main St. Smyrna, GA 30080	Mar 27th, 05:54 (Last Modified: Today, 14:05) Los Angeles (Pacific)	DSR	398231	n/a	n/a	Closed

Add Comment

[Update Ticket](#)

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.

Home / Portal / Support

Support Tickets | Survey Results | System Health

System Health

Reporting Group [Store #, Concept, Address] [Go]

[View Location Map](#) [Need help from our Support staff? Create a trouble ticket](#)

[Configure VSM Alerts](#)

Previous [1 2 3 4] Next

Showing Records 1-20 of 74

Location	Company	Version	Cam	Connect	Record	Storage	Installation Status	Settings	Live View
(Location-001-PHOENIX-AZ-85003)	Company Name	8, 5, 6, 0	●	●	●	●		Settings	View
(Location-002-NEW YORK-NY-10013)	Company Name	8, 4, 0, 0	●	●	●			Settings	View

Home / Portal / Support

Support Tickets Survey Results System Health

System Health

Reporting Group Store #, Concept, Address Go

Need help from our Support staff? Create a trouble ticket

View Location Map
Configure VSM Alerts

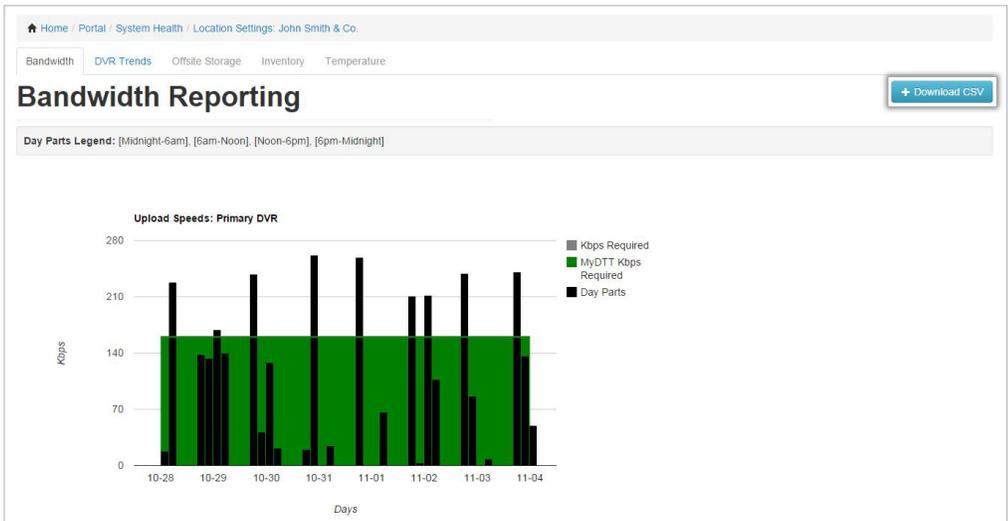
Previous 1 2 3 4 5 Next

Showing Records 1-20 of 86

Location	Company	Version	Cam	Port Tests	Record	Storage	Inventory	Installation Status	Settings	Live View
(Location #1231-LOS ANGELES-CA-90031)	John Smith & Co.	8. 5. 6. 0	🟢	🟢	🟢				Settings	View
(Location #1232-NEW YORK-NY-10013)	John Smith & Co.	8. 4. 0. 0	🟢	🟢	🟡				Settings	View
(Location #1233-NEW YORK-NY-10012)	John Smith & Co.	8. 4. 0. 0	🟢	🟢	🟢				Settings	View

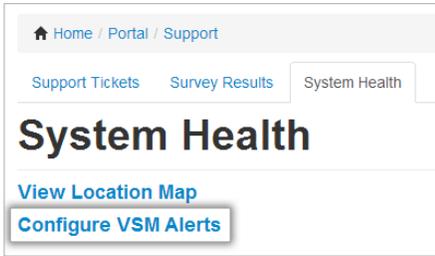
Clicking on the **Settings** button will give you access to the following information:

Bandwidth Reporting: 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.



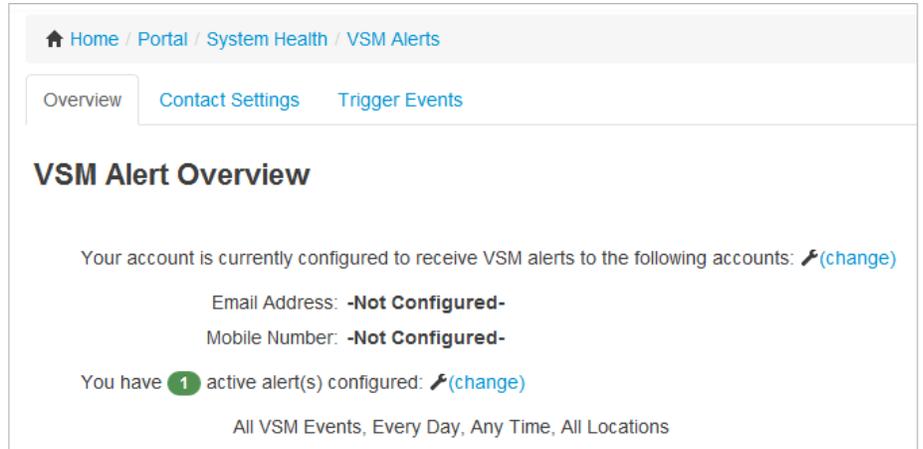
Home / Portal / Support

Support Tickets Survey Results System Health

System Health

[View Location Map](#)

[Configure VSM Alerts](#)



Home / Portal / System Health / VSM Alerts

Overview Contact Settings Trigger Events

VSM Alert Overview

Your account is currently configured to receive VSM alerts to the following accounts: [\(change\)](#)

Email Address: **-Not Configured-**

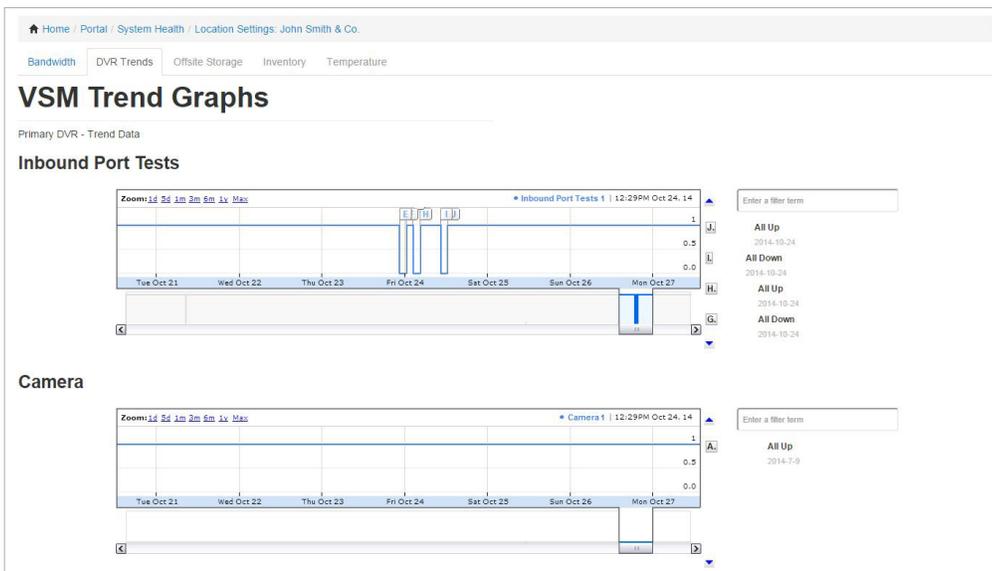
Mobile Number: **-Not Configured-**

You have **1** active alert(s) configured: [\(change\)](#)

All VSM Events, Every Day, Any Time, All Locations

DVR Trends: 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.



Home / Portal / System Health / Location Settings: John Smith & Co.

Bandwidth DVR Trends Offsite Storage Inventory Temperature

VSM Trend Graphs

Primary DVR - Trend Data

Inbound Port Tests

Zoom: 1d 5d 1m 3m 6m 1y Max

Inbound Port Tests 1 | 12:29PM Oct 24, 14

Enter a filter term

All Up 2014-10-24

All Down 2014-10-24

All Up 2014-10-24

All Down 2014-10-24

Camera

Zoom: 1d 5d 1m 3m 6m 1y Max

Camera 1 | 12:29PM Oct 24, 14

Enter a filter term

All Up 2014-7-9



Offsite Storage

Zoom: 1d 5d 1m 3m 6m 1y Max

Offsite Storage 1 | 06:29PM May 6, 15

Enter a filter term

All Up 2015-6-22

All Up 2015-5-6

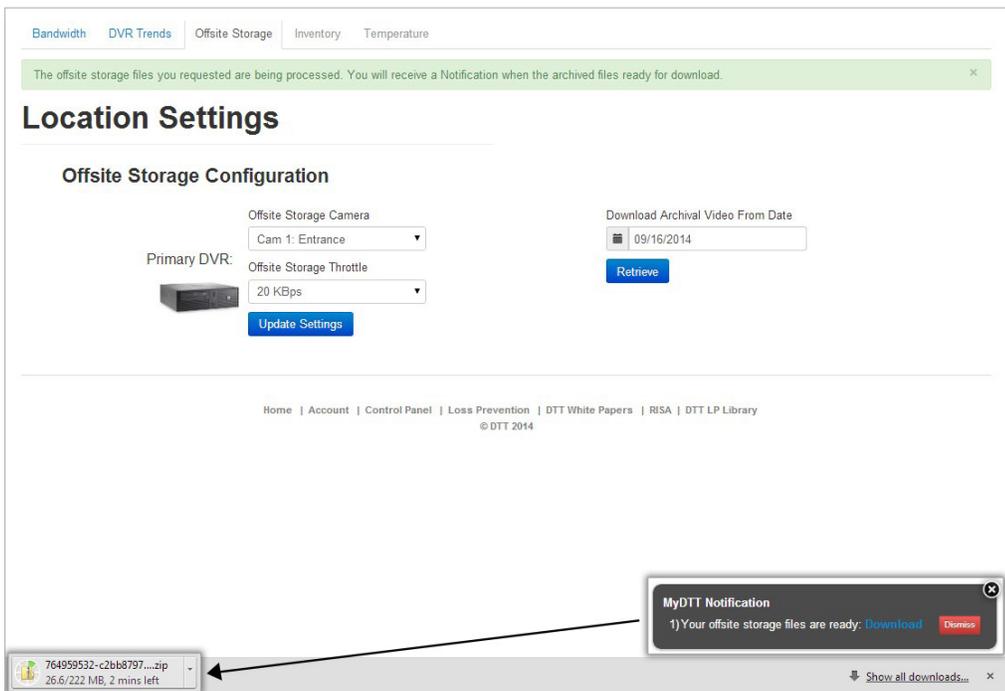
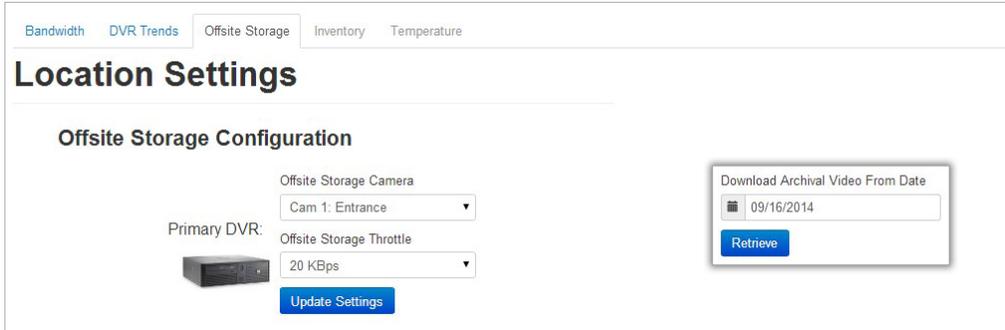
All Up 2015-2-27

All Up 2014-7-31

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.

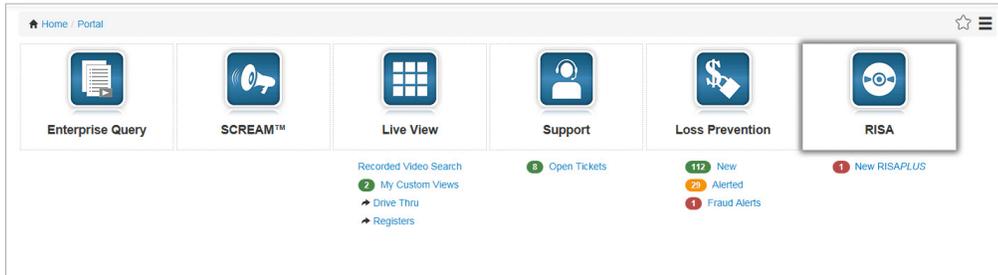


OSSPLUS (Off-Site StoragePlus): OSSPLUS extends the video storage life of 1 camera to 90 days. PCI compliance rules require that video cameras monitor entry and exit points to sensitive areas and the extended timeframe ensures compliance.

OSSPLUS 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

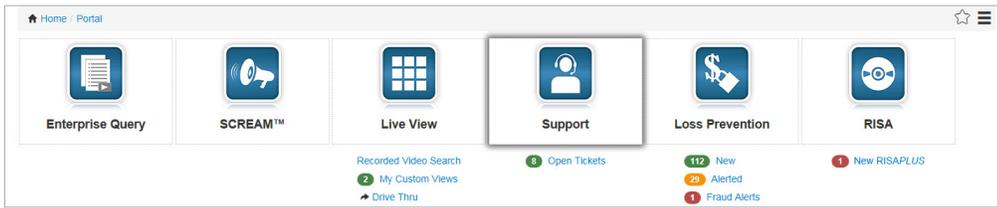
Click **Submit RISA Request**. Then you will need to:

- 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.

A screenshot of the 'Add Support Ticket: RISA Request' form. The breadcrumb trail shows 'Home / Portal / Support'. There are three tabs: 'Support Tickets', 'Survey Results', and 'System Health'. The form fields include: 'Location' with a link '(Please Click Here to Link a Location)'; 'Video Time' with a calendar icon and an input field; 'Video Duration' with a dropdown menu set to '15 Minutes'; 'Your Name' with an input field containing 'John Smith'; 'Problem Description' with a large text area; 'Contact Phone' with an input field containing '3105555555'; and 'Contact Email' with an input field containing 'john.smith@burger.com' and a link '(add additional email)'. At the bottom of the form is a blue button labeled 'Add Ticket'.

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.



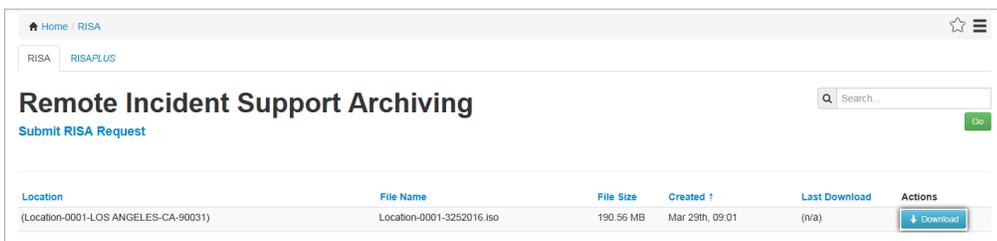
Once the RISA Request has been filled, the support ticket will have a Closed status and the video will be available online in the RISA section of the portal.



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.



RISAPLUS

RISAPLUS 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.

The screenshot displays the RISAPLUS interface. At the top, an event titled "Event: Footage Retention Request 8/28" is shown with location "LOCATION-01-LOS ANGELES-CA-90031" and date "Aug 28th 2015, 13:27". Below this is a video player showing a drive-thru scene. To the right of the video is a form with fields for "Name: DT-Cam4", "Description:", "Added By:", "Requested By:", and "Notes: Footage in regards to a credit card charge back at the Drive thru." There are "Return To List" and "Manage Share Invitations" buttons at the top left, and an "Edit" button below the description field.

Below the event detail is a navigation bar with "Home" and "RISA" tabs, and a search bar. The main heading is "RISAPLUS Events" with a "Submit RISAPLUS Request" link. A table shows "1 RISAPLUS Events" for "August 2015".

Year/Month (# of Events)	Location	Title	Date/Time	#Videos	View Status	Sharing
▼ August 2015 (1)	LOCATION-0001 (LOS ANGELES, CA)	Footage Retention Request 8/28	Friday, August 28, 2015 - 1:27PM	8	Viewed	No Active Invitations

SUBMITTING A RISAPLUS REQUEST

Click the blue Submit RISAPLUS 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.

The screenshot shows the "Add Support Ticket : RISAPLUS Request" form. It includes tabs for "Support Tickets", "Survey Results", and "System Health". The form fields are: "Location" (with a link to "Please Click Here to Link a Location"), "Your Name", "Problem Description", "Contact Phone", and "Contact Email" (with a note "(add additional email)"). A blue "Add Ticket" button is at the bottom.

VIEWING RISAPLUS VIDEO

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

Event: Footage Retention Request 8/28
 Location: LOCATION-01-LOS ANGELES-CA-90031
 Date: Aug 28th 2015, 13:27

[Return To List](#) [Manage Share Invitations](#)



Name: DT-Cam4
Description:

[Edit](#)

Added By: Requested By: Notes:

Footage in regards to a credit card charge back at the Drive thru.

[Previous](#) [Download](#) [Next](#)

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.

Videos (7)



Name: File20150208172157
Description:

[View](#) [Edit](#)



Name: File20150208172212
Description:

[View](#) [Edit](#)



Name: File20150208172236
Description:

[View](#) [Edit](#)



Name: File20150208172803
Description:

[View](#) [Edit](#)



Name: File20150208173013
Description:

[View](#) [Edit](#)



Name: File20150208173303
Description:

[View](#) [Edit](#)

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 RISAPLUS 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.

RISAPLUS Events Search...

[Submit RISAPLUS Request](#) [Go](#)

1 RISAPLUS Events

Year/Month (# of Events)

▼ August 2015 (1)

Location	Title	Date/Time	#Videos	View Status	Sharing
LOCATION-01 (LOS ANGELES, CA)	Footage Retention Request 8/28	Friday, August 28, 2015 - 1:27PM	8	Viewed	No Active Invitations View Manage Sharing Invitations

RISA RISAPLUS

Manage RISAPLUS Invitations

Incident: Footage Retention Request 8/28
Location: LOCATION 01 (LOS ANGELES, CA)

[Back To Listings](#) [View Event](#)

Send Invitations

Email Address: Name (optional):

Date Invitation Expires: Notify Me By Email When Viewed [Add Additional Email](#)

(Only sends email on first view)

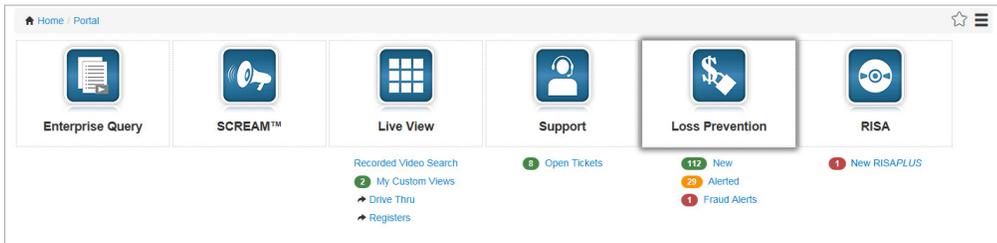
Add Message To Email (optional)

[Create Invitation](#)

LOSS PREVENTION SERVICES

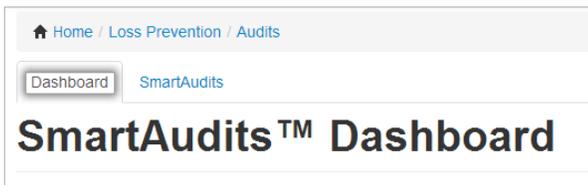
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Click on the **Loss Prevention** icon from the homepage to get to the **SmartAudit™** section.

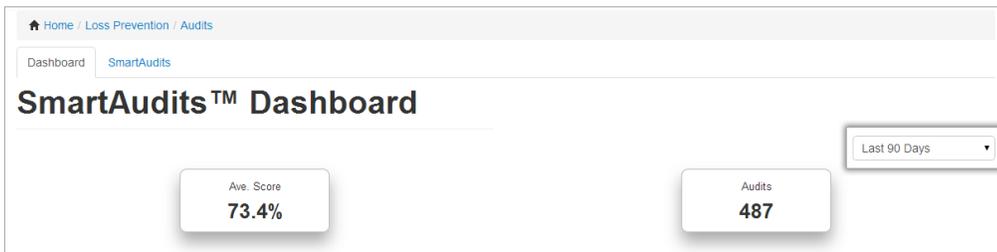


DASHBOARD

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.



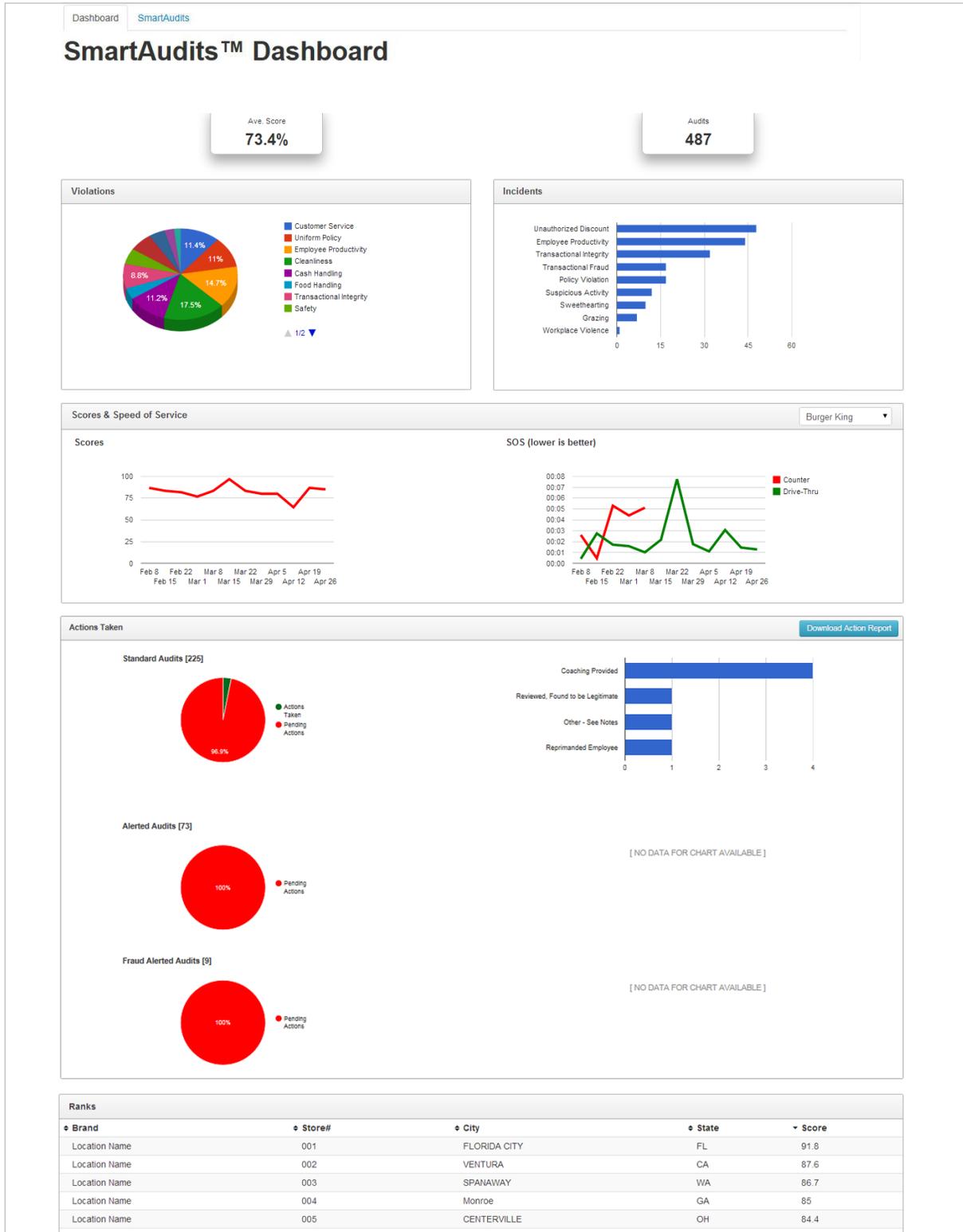
By default, the **Dashboard** pulls up SmartAudit™ statistics for the last 90 days. To change this, select a new date range from the box at the top right portion of the dashboard.



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™**.

Home / Loss Prevention / Audits

Dashboard SmartAudits

SmartAudits™

Search SmartAudits

Concept: All Store: All Audits: All Date Range: Last 30 Days

Showing Records 1-4 of 173

Location	Score	Audited	Created
Location #001	90%	Apr 30, 07:14pm	May 01, 11:37am
Location #002	90%	Apr 29, 11:58am	May 01, 10:10am
Location #003	60%	Apr 28, 07:33pm	Apr 30, 01:57pm
Location #004	70%	Apr 29, 05:00pm	Apr 30, 02:02pm

SmartAudits™ Search

- Concept/Franchise**: List of concept/franchise names.
- Store**: List of location IDs (e.g., Location #27187, #051010, #6802, #1532, #10799, #9562, #7208, #7213, #7525, #7700, #12807, #5302).
- Date Range**: From 04/25/2014 To 05/02/2014.
- Retrieve Audits**:
 - All Audits
 - New Audits
 - Alerted
 - Fraud Alerted
- Score & Action**:
 - Score: Any
 - Actions: [Dropdown]

Get Results

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.

8	Did employees appear to use safe work habits? Wet floor signs posted prior to mopping, no exits blocked, using approved step ladders, etc.	Yes	6	3 / 3
9	Did the back door remain closed? Back door can be opened during load outs and work related usage. Back door not to be propped open for extended periods of time with no employee traffic with a 3 min. threshold.	Yes	6	2 / 2
10	Did all employees appear to be engaged in work related activities? No eating, smoking, texting, horseplay, etc.	No	1-2	0 / 3

Audit Actions Taken

No Audit Actions Found

+ add an action

Add Action Taken ×

Action

Reprimanded Employee ▾

Notes

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.

Questions For the Auditor (0)

No Auditor Questions Found

?

Go

DISCUSSION BOARD

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

Discussion Board

No Discussion Comments Found

add a comment

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.

Attached Items (0)

[\[Attach Investigation\]](#) [\[Attach Case\]](#)

No Items found.

AUDIT IMAGES

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

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



1. The employee appeared to take the customer order at the drive thru window. The employee was heard attempting to plus sell.

[Comment on Picture \(0 Comments\)](#)

[Play Video](#)

Primary DVR Location #1231 - Audit Start: April 15th '14 1:26am



Note: Select the camera and adjust the time slider to match the image details above.

--Pick Camera--
--Pick Camera--
Front DT POS
Outside DT Window
Front Door
POS
DT Order Window
Grill
Outside Front Door

Video Time: 04/15/2014 1:26am [Play Video](#)

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.

Focus Report	Sample	Yes	No	N/A
Number of Audits: 15				
Q1	Did the dining tables and chairs appear to be clean?	15	0	0
		100%	0%	0%
Q2	Did floors appear clean and free of cases, merchandise, debris, etc. and in good condition?	12	3	0
		80%	20%	0%
Q3	Were customers helped promptly and food prepared in a timely manner?	11	3	1
		73%	20%	7%
Q4	Did the employees appear to be in uniform/clean and neat per company policy? (Management in white shirts/tops are not required to wear hats or visors.)	10	5	0
		67%	33%	0%
Q5	Did all employees appear to accurately ring items being purchased? Including refunds, employee meals, discounts, etc.	15	0	0
		100%	0%	0%
Q6	Did all cash appear to be secured? Cash drawers left open and unattended, cash on counters, safes open and unattended, etc.	13	2	0
		87%	13%	0%
Q7	Did employees appear to wear gloves while handling food?	15	0	0
		100%	0%	0%
Q8	Did employees appear to use safe work habits? Wet floor signs posted prior to mopping, no exits blocked, using approved step ladders, etc.	10	5	0
		67%	33%	0%
Q9	Did the back door remain closed?	4	1	10
		27%	7%	67%
Q10	Did all employees appear to be engaged in work related activities? No eating, smoking, texting, horseplay, etc.	15	0	0
		100%	0%	0%
Totals		120	19	11
		80%	13%	7%

	A	B	C	D	E	F
SmartAUDIT Focus Report - Sample						
Date: 01/19/2013 - 05/27/2013						
Brands: Sample						
Company: JOHN SMITH						
Locations: 0001						
Number of Audits: 15						
		Yes	No		N/A	
Q1	Did the dining tables and chairs appear to be clean?	15	0	0		
		100%	0%	0%		
Q2	Did floors appear clean and free of cases, merchandise, debris, etc. and in good condition?	12	3	0		
		80%	20%	0%		
Q3	Were customers helped promptly and food prepared in a timely manner?	11	3	1		
		73%	20%	7%		
Q4	Did the employees appear to be in uniform/clean and neat per company policy? (Management in white shirts/tops are not required to wear hats or visors.)	10	5	0		
		67%	33%	0%		
Q5	Did all employees appear to accurately ring items being purchased? Including refunds, employee meals, discounts, etc.	15	0	0		
		100%	0%	0%		
Q6	Did all cash appear to be secured? Cash drawers left open and unattended, cash on counters, safes open and unattended, etc.	13	2	0		
		67%	13%	0%		
Q7	Did employees appear to wear gloves while handling food?	15	0	0		
		100%	0%	0%		
Q8	Did employees appear to use safe work habits? Wet floor signs posted prior to mopping, no exits blocked, using approved step ladders, etc.	10	5	0		
		67%	33%	0%		
Q9	Did the back door remain closed?	4	1	10		
		27%	7%	67%		
Q10	Did all employees appear to be engaged in work related activities? No eating, smoking, texting, horseplay, etc.	15	0	0		
		100%	0%	0%		
Totals		120	19	11		
		80%	13%	7%		

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.

Home / Portal

Enterprise Query SCREAM™ Live View Support **Loss Prevention** RISA

Recorded Video Search Open Tickets 112 New 1 New RISAPLUS

Home / Loss Prevention

SmartAudits™ Reports **Tip Line** Case Management Background Checks

Home / Loss Prevention / Tipline

Tip Line

Store #, Title, Address Go

Previous Displaying All Records (1) Next

Location	Title	Created	Actions
(Location-001-Los Angeles-CA-90031)	Theft Report 7-26-2011	Jul 26th 2011, 08:05	View

Home / Loss Prevention / Tip Line / View Tip #1

Tip Line Tip

Location: (Burger King-00001-CULVER CITY-CA-90230)

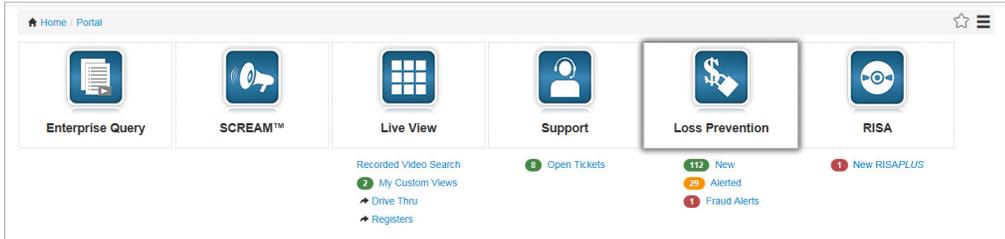
Title: Theft Report 7-26-2015

Received: 07.26.15 8:05am

Description: We received a report of theft today 7/26/2015 on the tip line. The caller reported that James Jefferson at store 5641 was engaged in theft every Tuesday and Friday after deliveries were made. The caller stated the theft occurred at the dumpster and mentioned a backpack that James carries. The caller stated that this occurred today between 10:30am and 11:30am. The caller also indicated that others may be involved.

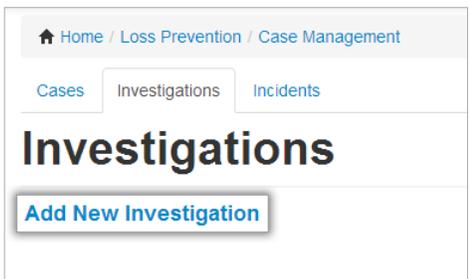
CASE MANAGEMENT

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.

Home / Loss Prevention / Case Management

Cases Investigations Incidents

Add Investigation

Location: Title: Status: Opened By:

[\[Please Click Here to Link a Location\]](#) Open nmalek

Subject #1 (remove)

 (upload photo)

Name ✕

DOB ✕

DLN ✕

SSN ✕

Subject Notes

[+ add attribute](#)

[Save](#)

Investigation Summary

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](#).

Home / Loss Prevention / Case Management

Cases Investigations Incidents

Add Investigation

Location: Title: Status: Opened By:

[\[Please Click Here to Link a Location\]](#) Open nmalek

Subject #1 (remove)

 (upload photo)

Name ✕

DOB ✕

DLN ✕

SSN ✕

Subject Notes

[+ add attribute](#)

[+ add new subject](#)

[Save](#)

Investigation Summary

Investigation Additional Details

Damages ✕

[+ 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.

Add Subject Attribute

Choose a pre-defined attribute, or add a custom attribute.

Predefined Attribute

[Add Predefined](#)

Custom Attribute

[Add Custom](#)

[Close](#)

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**
4. Lastly, click **Save** at the top of the page.

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.

Give a User Access

Type in the complete email or username of a **User** to Grant them Access.

Username/Email

Expires On
 

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.
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.

Cases Investigations Incidents

Investigation #177330

Download PDF Version

Location: _____ Investigation Opened: _____ Opened By: _____

Cases Investigations Incidents

Share Investigation #240719

Create New Share Link

- Create a link to this investigation that can be shared with people without MyDTT access.
- Once the share link is created, an email will be sent to the guest with details on accessing; information will be read only.

Guest Link	Guest Email	Guest Pin	Last Viewed	Expires	Status	Action
http://www.mydt.com/investigations/guest/invBYbC9nYPSJEC	guest1234@gmail.com	123456	07.15.15	11.30.15	Active	<input type="button" value="Edit"/>
http://www.mydt.com/investigations/guest/inviefPa0NvJaLo	guest5678@gmail.com	123456	07.14.15	07.18.15	Active	<input type="button" value="Edit"/>

Cases Investigations Incidents

Share Investigation #240719

Create a new link to share this investigation. [Go Back](#)

Guest Email

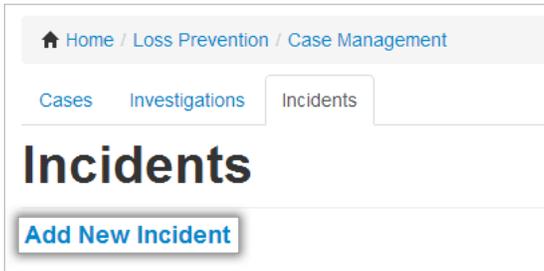
6 digit pin (A-Z, a-z, 0-9)

Expires

Active

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.

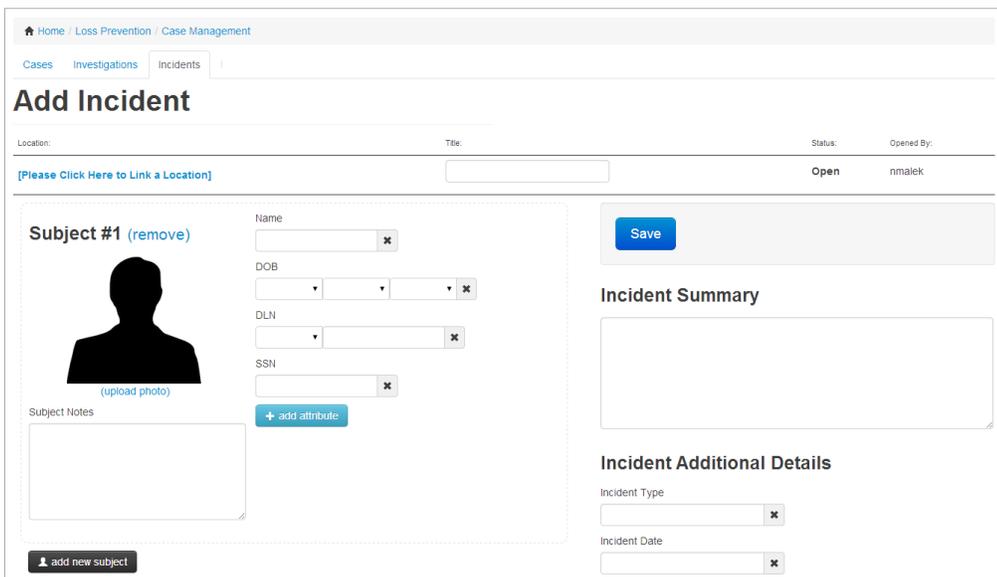


Here you will see the following fields:

- 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.

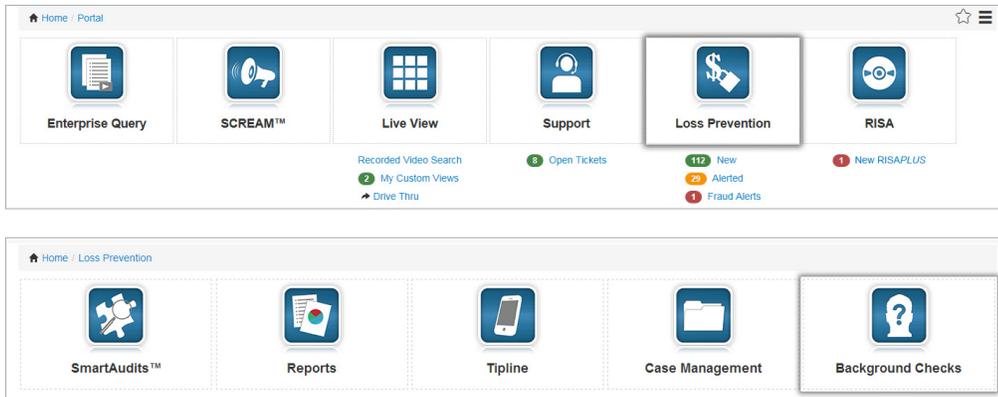
All of these fields can be updated at a later time.



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.

Background Checks

Additional Information on Background Checks
[Request New Background Check](#)

Previous Next

Displaying All Records (3)

Subject	Request Status	Document Status	Company	Requested By	Created	Actions
Smith, John	Payment Received	Available	Location Name	testbackgroundcheck	on May 1st '12	View
Doe, Jane	Payment Received	Available	Location Name	testbackgroundcheck	on Apr 13th '12	View

ACCOUNT & PERMISSIONS MANAGEMENT

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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.

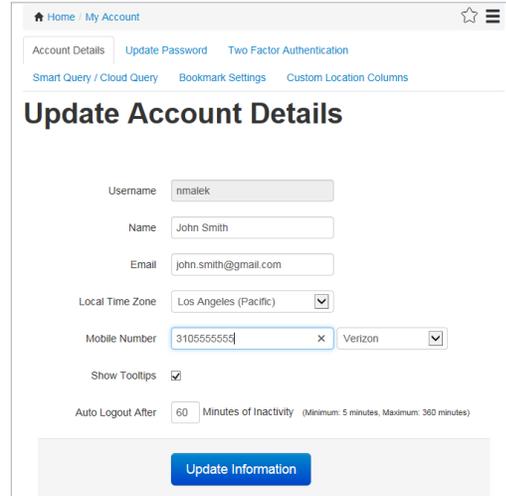


ACCOUNT DETAILS

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.



The screenshot shows the 'Update Account Details' form with the following fields:

- Username: nmalek
- Name: John Smith
- Email: john.smith@gmail.com
- Local Time Zone: Los Angeles (Pacific)
- Mobile Number: 3105555555 (Verizon)
- Show Tooltips:
- Auto Logout After: 60 Minutes of Inactivity (Minimum: 5 minutes, Maximum: 360 minutes)

There is an 'Update Information' button at the bottom.

CUSTOM LOCATION COLUMNS

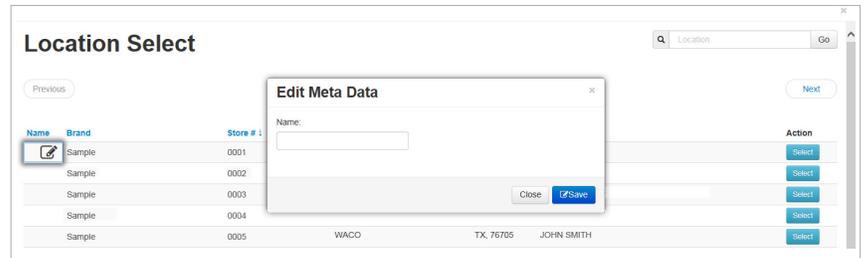
Create up to 2 different columns and add to the Live View page to better describe your store locations.



The screenshot shows the 'Custom Location Column(s)' form with two columns to be configured:

- Column 1: Name 'Notes' (with a red 'x' icon)
- Column 2: Name (empty, with a red 'x' icon)

There is a 'Save' button at the bottom.



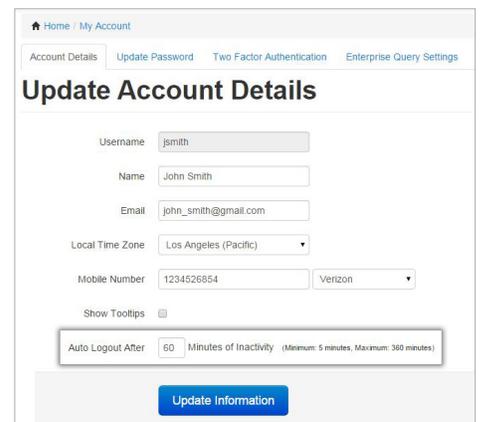
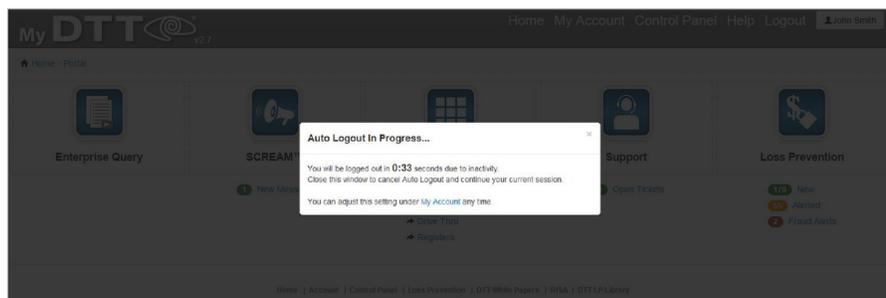
The screenshot shows the 'Location Select' table with an 'Edit Meta Data' dialog box open over the first row.

Name	Brand	Store #	WACO	TX, 76705	JOHN SMITH	Action
Sample		0001				Select
Sample		0002				Select
Sample		0003				Select
Sample		0004				Select
Sample		0005	WACO	TX, 76705	JOHN SMITH	Select

The 'Edit Meta Data' dialog has a 'Name' field and 'Close' and 'Save' buttons.

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.



The screenshot shows the 'Update Account Details' form with the following fields:

- Username: jsmith
- Name: John Smith
- Email: john_smith@gmail.com
- Local Time Zone: Los Angeles (Pacific)
- Mobile Number: 1234526854 (Verizon)
- Show Tooltips:
- Auto Logout After: 60 Minutes of Inactivity (Minimum: 5 minutes, Maximum: 360 minutes)

There is an 'Update Information' button at the bottom.

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:

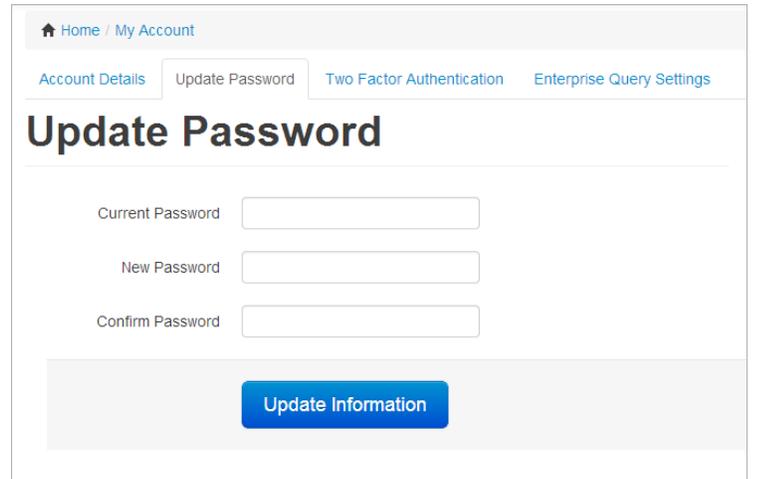
- A letter
- A number
- A capital letter
- A special character (! @ # \$ % ^ & * () _ -)

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



Home / My Account

Account Details Update Password Two Factor Authentication Enterprise Query Settings



Home / My Account

Account Details Update Password Two Factor Authentication Enterprise Query Settings

Update Password

Current Password

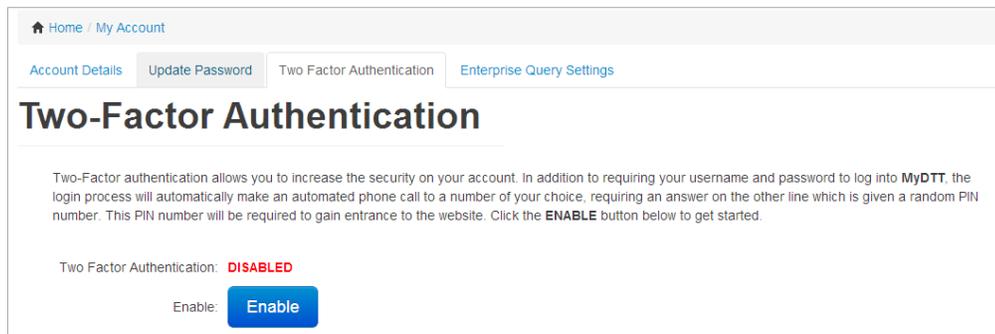
New Password

Confirm Password

Update Information

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.



Home / My Account

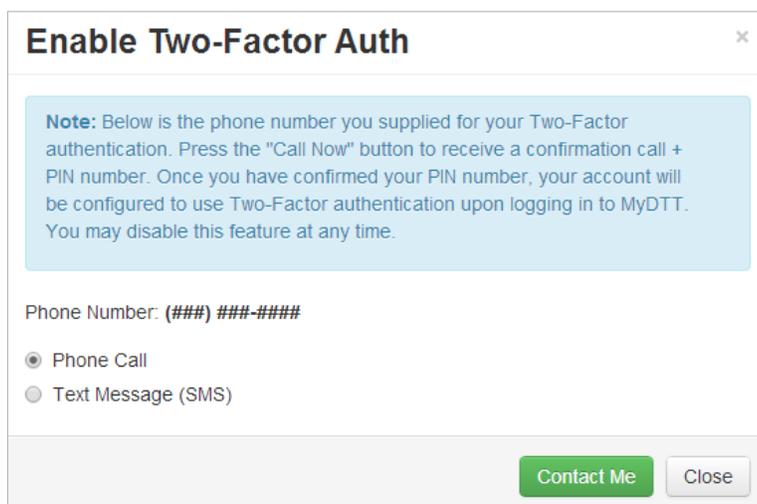
Account Details Update Password Two Factor Authentication Enterprise Query Settings

Two-Factor Authentication

Two-Factor authentication allows you to increase the security on your account. In addition to requiring your username and password to log into MyDTT, the login process will automatically make an automated phone call to a number of your choice, requiring an answer on the other line which is given a random PIN number. This PIN number will be required to gain entrance to the website. Click the **ENABLE** button below to get started.

Two Factor Authentication: **DISABLED**

Enable: **Enable**



Enable Two-Factor Auth

Note: Below is the phone number you supplied for your Two-Factor authentication. Press the "Call Now" button to receive a confirmation call + PIN number. Once you have confirmed your PIN number, your account will be configured to use Two-Factor authentication upon logging in to MyDTT. You may disable this feature at any time.

Phone Number: (###) ###-####

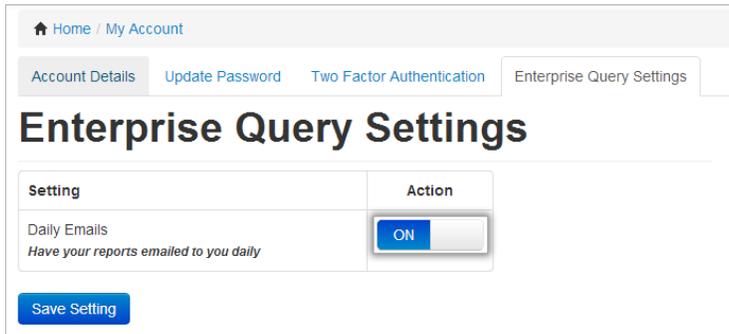
Phone Call

Text Message (SMS)

Contact Me Close

ENTERPRISE QUERY SETTINGS

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



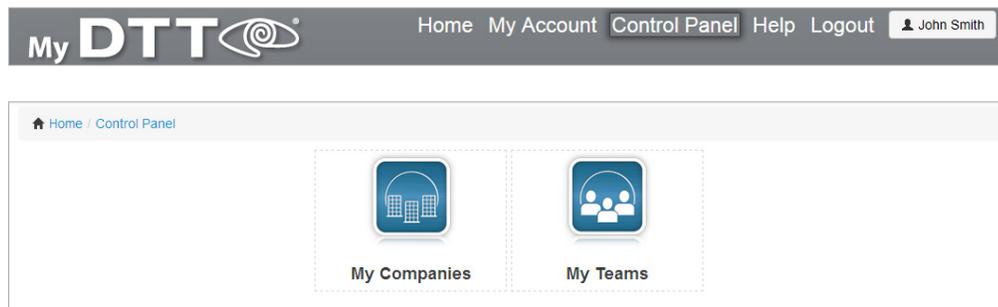
The screenshot shows the 'Enterprise Query Settings' page. At the top, there is a breadcrumb trail: Home / My Account. Below this, there are navigation tabs: Account Details, Update Password, Two Factor Authentication, and Enterprise Query Settings. The main heading is 'Enterprise Query Settings'. Below the heading is a table with two columns: 'Setting' and 'Action'. The 'Setting' column contains 'Daily Emails' with the subtext 'Have your reports emailed to you daily'. The 'Action' column contains a toggle switch that is currently in the 'ON' position. At the bottom left of the table is a 'Save Setting' button.

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

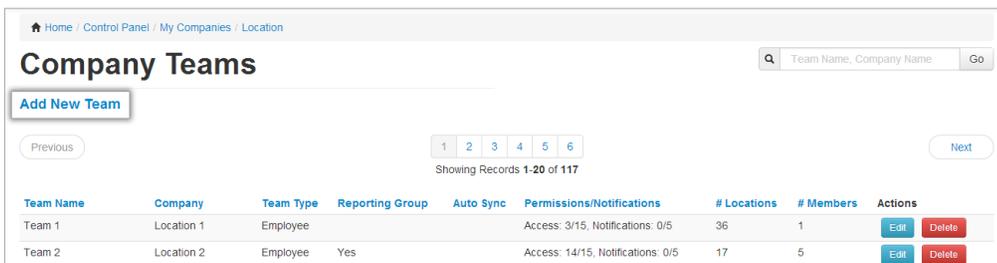
Teams are groups of users given a set of permissions for a group of stores. From the **Control Panel**, click on **My Companies** to create a new team.



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.

Home / Control Panel / My Companies / DTT Surveillance / Add Team

Add Team Details

Team Name Team Leader [Store Employee](#) Always Include All Locations Reporting Group [Save Team](#)

Search for users:
Type in the complete email or username of any **User** which you would like to grant access to this team.
 [Add](#)

Search for store:
Type in the name of any **Store** to which you currently have access. You may then add that **Store** to the **Team** you are editing, giving **all members** access to that **Store**.
 [Add](#)

Current Team Members: [0]

Current Locations: [0]

ADD/REMOVE USERS FROM TEAM

Edit the users for any team.

Home / Control Panel / My Companies / Location

Company Teams

[Go](#)

[Add New Team](#)

[Previous](#) 1 2 3 4 5 6 [Next](#)

Showing Records 1-20 of 117

Team Name	Company	Team Type	Reporting Group	Auto Sync	Permissions/Notifications	# Locations	# Members	Actions
Team 1	Location 1	Employee			Access: 3/15, Notifications: 0/5	36	1	Edit Delete
Team 2	Location 2	Employee	Yes		Access: 14/15, Notifications: 0/5	17	5	Edit Delete
Team 3	Location 3	Employee	Yes		Access: 14/15, Notifications: 4/5	65	0	Edit Delete

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**.

Home / Control Panel / My Companies / [YOUR LOCATION] / [TEAM NAME]

Edit Team

Team Name Team Leader Team Access/Notification [Access: 3/15, Notificati](#)

Search for users:
Type in the complete email or username of any **User** which you would like to grant access to this team.
 [Add](#)

Current Team Members: [1]

 **User:** John Smith
john.smith@burger.com

GRANT ACCESS TO STORES

Edit the stores managed by any team.

Home / Control Panel / My Companies / Location

Company Teams

Search: Team Name, Company Name Go

Add New Team

Previous 1 2 3 4 5 6 Next

Showing Records 1-20 of 117

Team Name	Company	Team Type	Reporting Group	Auto Sync	Permissions/Notifications	# Locations	# Members	Actions
Team 1	Location 1	Employee			Access: 3/15, Notifications: 0/5	36	1	Edit Delete
Team 2	Location 2	Employee	Yes		Access: 14/15, Notifications: 0/5	17	5	Edit Delete
Team 3	Location 3	Employee	Yes		Access: 14/15, Notifications: 4/5	65	0	Edit Delete

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

Search for store:

Type in the name of any **Store** to which you currently have access. You may then add that **Store** to the **Team** you are editing, giving **all members** access to that **Store**.

[LOCATION] Add

Current Locations: [1]

- X** Store:[LOCATION] (CITY, STATE - #####)
- X** Store:[LOCATION] (CITY, STATE - #####)
- X** Store:[LOCATION] (CITY, STATE - #####)
- X** Store:[LOCATION] (CITY, STATE - #####)
- X** Store:[LOCATION] (CITY, STATE - #####)

RESTRICTING ACCESS PERMISSIONS

Edit permissions under any team.

Home / Control Panel / My Companies / Location

Company Teams

Search: Team Name, Company Name Go

Add New Team

Previous 1 2 3 4 5 6 Next

Showing Records 1-20 of 117

Team Name	Company	Team Type	Reporting Group	Auto Sync	Permissions/Notifications	# Locations	# Members	Actions
Team 1	Location 1	Employee			Access: 3/15, Notifications: 0/5	36	1	Edit Delete
Team 2	Location 2	Employee	Yes		Access: 14/15, Notifications: 0/5	17	5	Edit Delete
Team 3	Location 3	Employee	Yes		Access: 14/15, Notifications: 4/5	65	0	Edit Delete

Click **Access Notifications** to manage permissions.

Home / Control Panel / My Companies / DTT Surveillance / DTT DEMO TEAM

Edit Team

Team Name: [TEAM] Team Leader: demo Team Access/Notification Settings: Access: 3/15, Notifications: 0/5 Always Include All Locations: No Reporting Group: Yes Save Team

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.

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

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.

Home / Control Panel / My Companies

My Companies

Team Name, Created By

Previous Displaying All Records (1) Next

Company	# Teams	# Locations	Permission/Notification Level	Actions
John Smith & Co.	124	4	Access: Owner, Notifications: 0/5	<input type="button" value="Settings"/> <input type="button" value="Manage Teams"/>

Home / Portal / Control Panel / My Companies / Company Settings: John Smith & Co.

Logins

Company Logins: Combined

November 2014

Month: November '14

Previous Displaying All Records (10) Next

Username	Name	# Logins	Actions
emp1	Employee 1	15	<input type="button" value="View Detail"/> <input type="button" value="Download CSV"/>
emp2	Employee 2	10	<input type="button" value="View Detail"/> <input type="button" value="Download CSV"/>
emp3	Employee 3	6	<input type="button" value="View Detail"/> <input type="button" value="Download CSV"/>
emp4	Employee 4	3	<input type="button" value="View Detail"/> <input type="button" value="Download CSV"/>
emp5	Employee 5	3	<input type="button" value="View Detail"/> <input type="button" value="Download CSV"/>
emp6	Employee 6	3	<input type="button" value="View Detail"/> <input type="button" value="Download CSV"/>

ADDITIONAL RESOURCES

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

Home | Portal

Enterprise Query | SCREAM™ | Live View | Support | Loss Prevention | RISA

Recorded Video Search | 2 My Custom Views | Drive Thru | Registers | 8 Open Tickets | 112 New | 29 Alerted | 1 Fraud Alerts | 1 New RISAPLUS

Home | Account | Control Panel | Loss Prevention | DTT White Papers | RISA | DTT LP Library
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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.

Home | Account | Control Panel | Loss Prevention | DTT White Papers | RISA | **DTT LP Library**
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Home / DTT Library

DTT LP Library

Words of Wisdom	Robbery Ready
World of Ergonomics	Sara's Story
8 Steps to Better Cash Controls	What Matters to Robbers
Fire Safety	Can't We All Get Along
Handwashing	Emergency Preparation
Keeping Your Safe - Safe	

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.

Home / Help

Help Center

- Getting Started**
 - Enterprise Query
 - SCREAM™
 - Live View
 - Support
 - DTT LP Library
 - Tips & Tricks
- Loss Prevention Services**
 - SmartAudits™
 - Reports
 - Employee Tip Line
 - Case Management
 - RISA Requests
 - Background Checks
- Account & Permissions Management**
 - My Account
 - Control Panel

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.

DTT 

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White Papers

- DTT™ VITAL SIGNS MONITORING SYSTEM: PROTECT YOUR INVESTMENT AND PREVENT**
Vital Signs Monitoring
- DTT™ EVERY CAMERA HAS A JOB, BUT NOT YOUR EMPLOYEES!**
Every Camera Has a Job
- DTT™ SPEED OF SERVICE (SOS) OVERVIEW**
Speed of Service Overview
- DTT™ CAMERA SYSTEM PLACEMENT AND ROI**
Camera System Placement and ROI