



Parental Webcam

User Guide

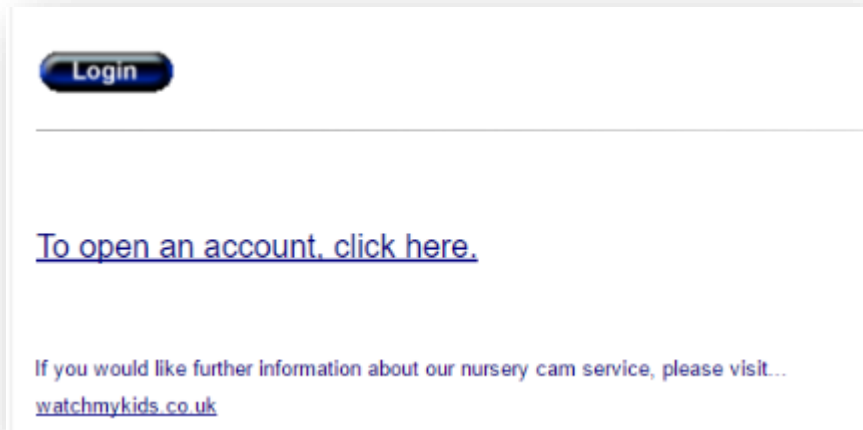
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1. Opening an Account

To open an iWatch account with your nursery, click on the 'To open an account, click here' link on the Login page (see Fig. 1a below). Your nursery will need to be an iWatch customer before you can open an account. Ask your nursery manager for details.

Fig. 1a

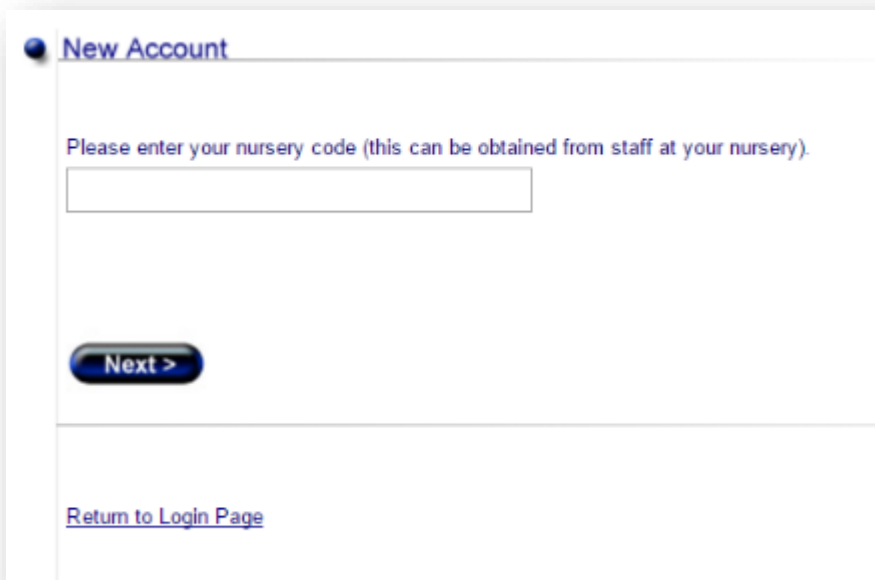


The screenshot shows a web page with a blue 'Login' button at the top left. Below it, there is a horizontal line. Under the line, the text 'To open an account, click here.' is displayed in blue and underlined. At the bottom, there is a line of text: 'If you would like further information about our nursery cam service, please visit...' followed by the underlined blue link 'watchmykids.co.uk'.

1.1 The Unique Nursery Code

Your nursery has been assigned a 10-digit iWatch code. This code uniquely identifies your nursery and you will need to obtain it before you can open an account (please ask your nursery manager for details). Once you have the 10-digit code, please type it into the text box highlighted in Fig 1.1a

Fig. 1.1a



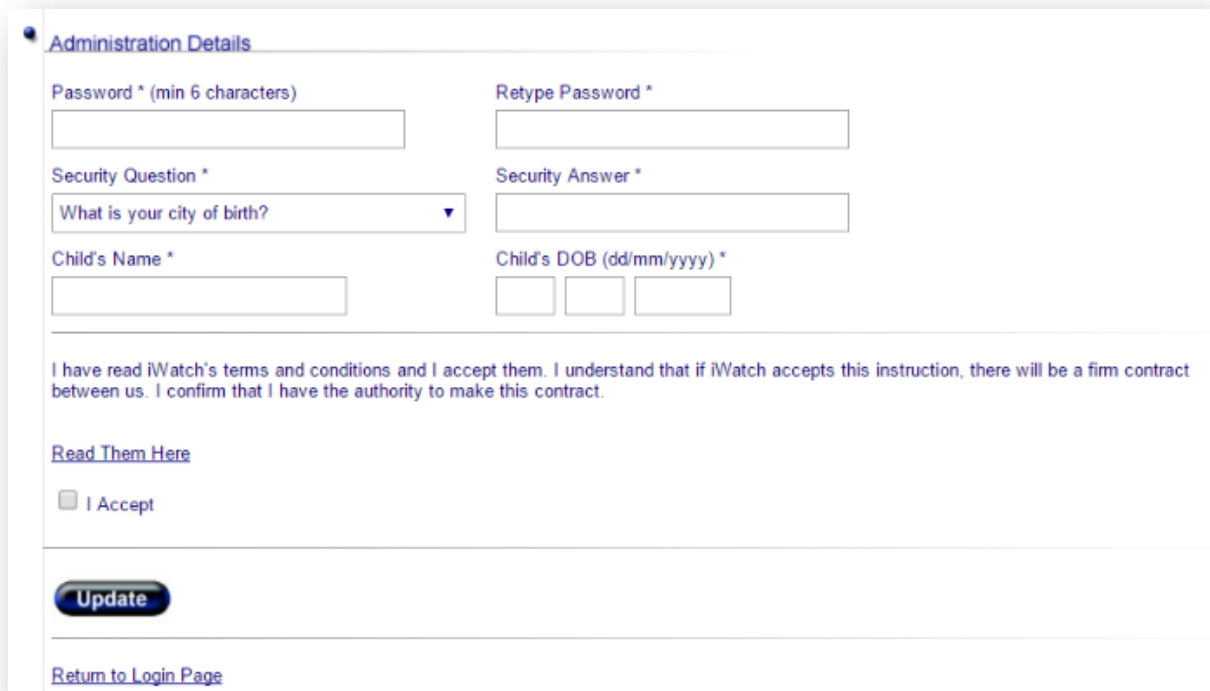
The screenshot shows a web page titled 'New Account' with a blue globe icon. Below the title, there is a line of text: 'Please enter your nursery code (this can be obtained from staff at your nursery)'. Below this text is a white rectangular text box. At the bottom of the page, there is a blue 'Next >' button. Below the button, there is a link 'Return to Login Page' in blue and underlined.

Click on the Next button to continue.

1.2 Your Details

Please enter your contact details to help us identify who you are. Fields marked with an asterisk are mandatory. The email address that you enter is very important because it will be used as a login username for your iWatch account. We will also use this email address to contact you for administration purposes. We keep all personal details strictly confidential and do not distribute any information to third party companies.

Fig 1.2a



The form is titled "Administration Details" and contains several input fields and a confirmation section. The fields are arranged in two columns. The first column contains "Password * (min 6 characters)", "Security Question *" (a dropdown menu with "What is your city of birth?" selected), and "Child's Name *". The second column contains "Retype Password *", "Security Answer *", and "Child's DOB (dd/mm/yyyy) *" (three separate boxes for day, month, and year). Below the fields is a paragraph of terms and conditions, a link "Read Them Here", and a checkbox "I Accept". At the bottom is a blue "Update" button and a link "Return to Login Page".

Administration Details

Password * (min 6 characters)

Retype Password *

Security Question *

What is your city of birth?

Security Answer *

Child's Name *

Child's DOB (dd/mm/yyyy) *

I have read iWatch's terms and conditions and I accept them. I understand that if iWatch accepts this instruction, there will be a firm contract between us. I confirm that I have the authority to make this contract.

[Read Them Here](#)

☐ I Accept

Update

[Return to Login Page](#)

Click the Update button to continue.

If you've entered your details correctly, you will be directed to the Confirmation page which will explain to you that your new account will become operational once staff at your nursery have approved your application. You will receive an automatic email from iWatch upon application approval. Please be patient whilst the nursery staff attend to your application.

2. Logging In

Once your account application has been approved, you can login and start using your iWatch account. From the login page, simply enter your Email Address and Password that you specified when you applied for your account (see Fig. 2a).

Fig 2a



Please enter your authentication details to gain access to iWatch.

Email Address

Password [\(If you've forgotten your password, click here.\)](#)

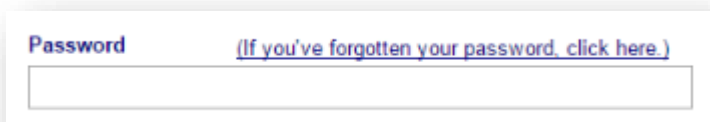
Login

Click on the Login button to login.

2.1 Forgotten/Changing Your Password

If you forget or wish to change your password, click on the 'If you've forgotten your password, click here' link on the Login page (see Fig 2.1a).

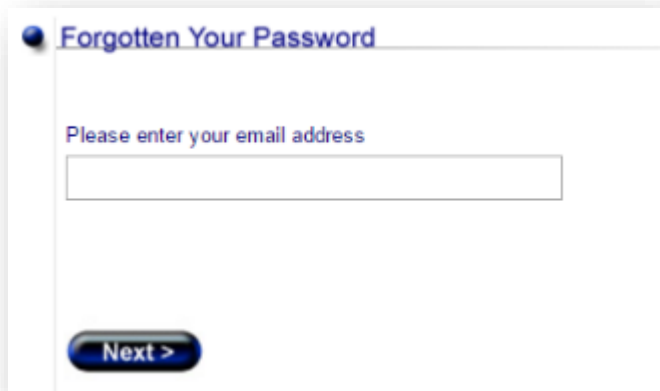
Fig 2.1a



Password [\(If you've forgotten your password, click here.\)](#)

You will be guided through a series of steps in order to verify who you are before allowing you to reset your password. The first step involves entering your email address (see Fig 2.1b).

Fig 2.1b

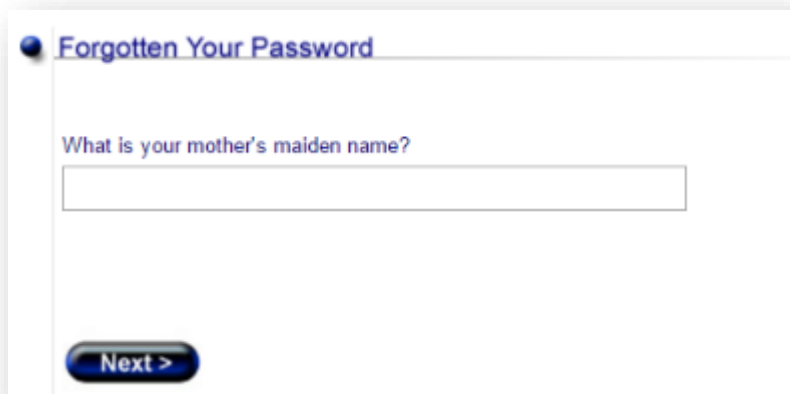


The screenshot shows a web interface titled "Forgotten Your Password" with a blue header bar. Below the title, the text "Please enter your email address" is displayed in blue. A white text input field is positioned below the text. At the bottom left, there is a blue button with the text "Next >" in white.

Click the Next button to proceed to the second stage.

Stage two prompts you to enter the answer to the security question that you specified during your account application (see Fig 2.1c).

Fig 2.1c



The screenshot shows a web interface titled "Forgotten Your Password" with a blue header bar. Below the title, the text "What is your mother's maiden name?" is displayed in blue. A white text input field is positioned below the text. At the bottom left, there is a blue button with the text "Next >" in white.

Click the Next button to proceed to the third and final stage in the verification process.

Stage three requires you to have immediate access to the email account that you use to login with. The iWatch system will automatically send you an email detailing a unique unlocking code that you must enter into the text box provided on the page (see Fig 2.1d).

Fig 2.1d

Forgotten Your Password

You will shortly receive an email to your parent.account@watchmykids.co.uk WINDOW, DO NOT NAVIGATE AWAY FROM THIS PAGE.

The subject of the email message will contain the following date and time: 07/ into the text box below then click the Next button.

This code is only valid for this browsing session! If you navigate away from the page you will be returned to the Login page.

The unlocking code that we provide to you can only be used for the specific request that you have made. You cannot use the same code on subsequent requests to change your password.

Clicking the Next button will direct you to the page that allows you to change your password (see Fig 2.1e below).

Fig 2.1e

Forgotten Your Password

Please enter your new password (between 6 and 15 characters)

Please re-type your new password

Enter your new password, then re-type it in the text box below. Click the Update button to confirm the change.

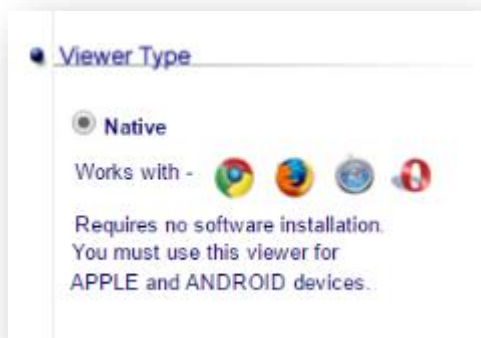
3. Viewing a Camera

Once you've logged into your iWatch account, you will be directed to the Control Panel page. From here you can access all of the systems features. To view video from a camera, simply click on a camera still shot from the Control Panel page. This will direct you to the Camera page.

3.1 The Viewer Type

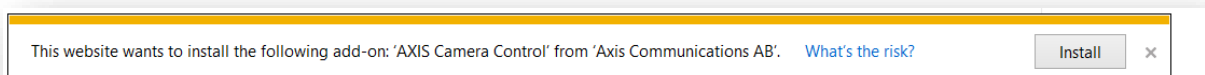
The type of viewer that your iWatch account will use, depends upon the browser you are using. Every browser except Microsoft's Internet Explorer will use the Native Viewer. In such cases, the Native Viewer will be automatically selected for you and you will notice that the video stream appears without having to do anything (see fig 3.1a).

Fig 3.1a



If you are using Microsoft's Internet Explorer, the ActiveX viewer will be selected for you automatically and your computer will prompt you to download and install the ActiveX software from our site (see Fig 3.1b). Please follow the on-screen instructions, making sure that you have the correct permissions on your computer to install the ActiveX viewer.

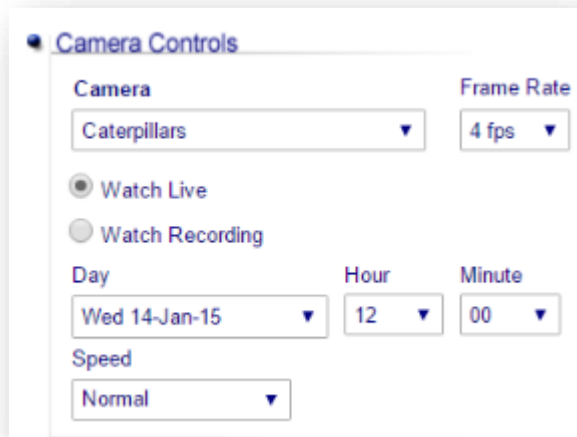
Fig 3.1b



3.2 Camera Controls

The following Camera Controls (see Fig 3.2a) allow you to watch Live and Recorded video from the various cameras at your nursery.

Fig 3.2a




The screenshot shows a 'Camera Controls' window. It features a 'Camera' dropdown menu set to 'Caterpillars' and a 'Frame Rate' dropdown set to '4 fps'. Below these are two radio buttons: 'Watch Live' (selected) and 'Watch Recording'. Under 'Watch Recording', there are three dropdown menus for 'Day' (set to 'Wed 14-Jan-15'), 'Hour' (set to '12'), and 'Minute' (set to '00'). At the bottom is a 'Speed' dropdown menu set to 'Normal'.

- The Camera drop-down allows you to choose which camera to watch.
- The Watch Live and Watch Recording buttons allow you to switch between Live and Recorded video (recorded video is only available to parents at the nursery's discretion).
- The Day, Hour and Minute drop-downs allow you to specify which period of recorded video you'd like to watch.
- The Speed drop-down allows you to choose the playback speed of the recorded video.
- The Frame Rate drop-down allows you to reduce the frame rate if your Internet connection is slow.

3.3 Viewing Restrictions

Your nursery will decide which cameras you can view, at the times of day and days of week that are relevant for your needs. If you try to access a camera outside of these times, you will be notified of the times that you can access the camera (see Fig 3.3a).

Fig 3.3a



The screenshot shows a notification box with red text at the top: 'Your account is restricted from viewing images from this camera, at the time you have specified! Your viewing times for this camera are as follows...'. Below this, a list shows viewing times for each day of the week: Monday - from 07:00 to 12:30, Tuesday - from 07:00 to 12:30, Wednesday - Not at any time, Thursday - Not at any time, Friday - Not at any time, Saturday - Not at any time, and Sunday - Not at any time. At the bottom, red text states: 'iWatch is not responsible for setting these times, please speak to the nursery manager if you feel the times allocated are inappropriate for your needs.'

4. The Members page

The Members button (from the menu at the top of the page) will direct you to the Members page. This page details a list of all members belonging to your nursery's iWatch system.





From this page, you can add additional family members to your account, edit your personal details, edit camera viewing times (nursery administrators only) and view your or any other member's activity report (see Fig 4a). Please bear in mind that the ability to view other members from this page, is at the discretion of the nursery.

Fig 4a

The following table lists members of the Ladybirds iWatch system. Click on an Edit or Activity icon (columns 6 and 7) to edit a member's details or view their Activity Report.

You cannot add any more members to your account without first making an existing member inactive.

☒ Show Active Users only ☐ Show Inactive Users Only ☐ Show All Users

Member's Name	Child's Name	Member Type	Account Status	Account Expires On	Member Status	Last Logged In	Edit Member	Activity
Mrs Parent Demo Account	Demo Account	Account Holder	Active	31/08/2020	Active	07/09/2016 17:27:56		
Dr User Account 2	Demo Account	User	Active	31/08/2020	Active			

4.1 Adding a Family Member

To add a family member and allow them to login using their own username and password, simply click on the 'Click here to add a member...' link (see Fig 4.1a).

Fig 4.1a

The following table lists members of the Ladybirds iWatch system. Click on an Edit or Activity icon (columns 6 and 7) to edit a member's details or view their Activity Report.

[Click here to add a member to your account \(you can add another 1 member to your account\).](#)

This will direct you to the New Member page (see Fig 4.1b).

Fig 4.1b

New Member

Contact Details

Title *

Forename *
Surname *

Address Line 1 *
Address Line 2

City/Town/Village *
County

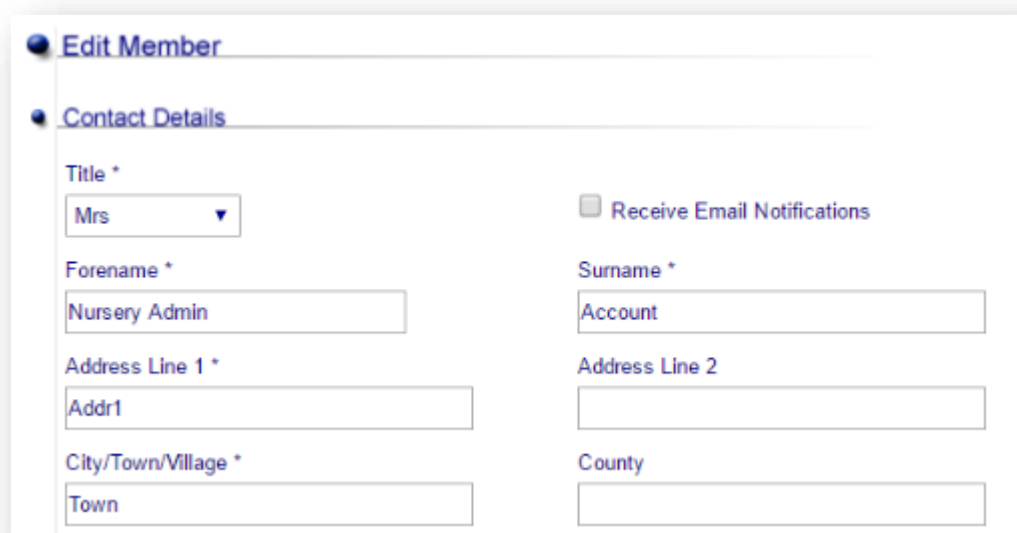
Enter the personal details of the family member and click the Update button. The new member you have created will not need to wait for account approval before logging in, they can use their new account immediately. Any restrictions imposed on your account will be automatically applied to additional family members.

Your nursery has a maximum pre-set number of family members per account. This is usually set to two but can be increased if required. Please speak to a nursery representative if you would like to add more family members than the current pre-set limit.

4.2 Editing your Personal Details

You can edit your personal details simply by identifying your name in the members list, then clicking the corresponding Edit icon. This will direct you to the Edit Member page (see Fig 4.2a)

Fig 4.2a



The screenshot shows a web form titled "Edit Member". Below the title is a section header "Contact Details". The form contains several input fields and a checkbox. On the left side, there is a "Title *" dropdown menu with "Mrs" selected, a "Forename *" text box containing "Nursery Admin", an "Address Line 1 *" text box containing "Addr1", and a "City/Town/Village *" text box containing "Town". On the right side, there is a "Surname *" text box containing "Account", an "Address Line 2" text box, and a "County" text box. A checkbox labeled "Receive Email Notifications" is located to the right of the Title dropdown.

From here you can edit your personal details, including changing the email address that you use to login with. Nursery administrators can choose not to receive parental account notification emails by unchecking the Receive Email Notifications box. Click on the Update button to submit your changes.

4.3 Viewing Activity Reports

Activity reports track the way every user uses their iWatch account within your nursery.

This optional feature was implemented on the principle that, if other parents can watch your child via the cameras, you should be provided with information such as who was watching, when they were watching and how long they were watching for.

Any member can view the activity log of any other member within your nursery at any time. To view an activity log for a particular member, simply identify their name in the members list, then click the corresponding Activity Report icon. This will direct you to the member's Activity Report page (see Fig 4.3a).

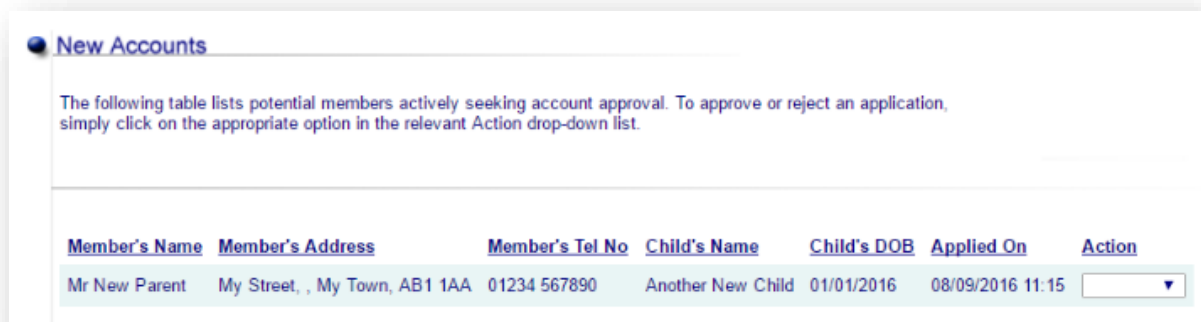
Fig 4.3a

Activity Report		
Name: Mrs Nursery Admin Account Dependent: Nursery Admin From: 11-Aug-2016 To: 08-Sep-2016		
Logged On	Action	Host IP Address
Thu 08-Sep-2016 11:03	Successfully viewed live images.; Camera = Caterpillars	86.182.9.215
Thu 08-Sep-2016 11:02	Successfully viewed live images.; Camera = Butterflies	86.182.9.215
Thu 08-Sep-2016 11:01	Logged in successfully.	86.182.9.215
Thu 08-Sep-2016 11:01	Invalid password specified when logging in.	86.182.9.215
Thu 08-Sep-2016 11:00	Invalid password specified when logging in.	86.182.9.215
New Browsing Session - Sun 14-Aug-2016		
Sun 14-Aug-2016 10:06	Logged out successfully.	
Sun 14-Aug-2016 10:06	Logged in successfully.	213.123.207.46

5. Account Application Approval (for nursery administrators only)

The New Accounts button on the Control Panel will direct you to the New Accounts page. This page provides the nursery administrator with a list of new account applications from parents wishing to open an iWatch account. The list provides the nursery administrator with sufficient information about each applicant to either approve or reject access to the cameras within the nursery (see Fig 5a).

Fig 5a



New Accounts

The following table lists potential members actively seeking account approval. To approve or reject an application, simply click on the appropriate option in the relevant Action drop-down list.

Member's Name	Member's Address	Member's Tel No	Child's Name	Child's DOB	Applied On	Action
Mr New Parent	My Street , My Town, AB1 1AA	01234 567890	Another New Child	01/01/2016	08/09/2016 11:15	<input type="button" value="v"/>

To approve (or reject) an account application, simply click the relevant option from the Action drop-down list.

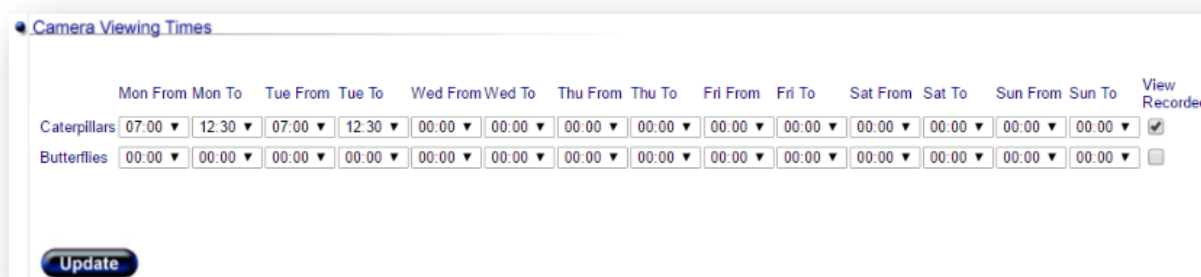
5.1 Defining Login Hours

Once you've clicked on the Approve option for a particular account application, you will be directed to the Edit Member page. This page allows you to set various options for the applicant, including camera viewing times.

The iWatch system is very flexible with its Camera Viewing Configuration system. The nursery administrator can precisely define which camera a particular applicant can have access to and at what times. The illustration in Fig 5.1a depicts a particular applicant being allowed access to the Caterpillars camera on a Monday and Tuesday between 7am and 12.30pm. They can also watch video from this camera that was recorded during these times. No access has been granted to the Butterflies camera.

In addition to the camera viewing times, you can also restrict the total amount of time that a parent can log into their iWatch account, in any 24-hour period, using the Timeout Period drop-down. Timeout periods run from midnight to midnight, so once a parent has exceeded their allowance, they will not be able to login until midnight the following day.

Fig 5.1a



Camera Viewing Times

	Mon From	Mon To	Tue From	Tue To	Wed From	Wed To	Thu From	Thu To	Fri From	Fri To	Sat From	Sat To	Sun From	Sun To	View Recorded
Caterpillars	07:00	12:30	07:00	12:30	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	<input checked="" type="checkbox"/>
Butterflies	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	00:00	<input type="checkbox"/>

Click on the Update button to save your changes and return to the New Accounts page.

5.2 Editing Parental Accounts (nursery administrators only)

You can edit a parental account simply by identifying their name in the members list, then clicking the corresponding Edit icon. This will direct you to the Edit Member page (see Fig 5.2a)

Fig 5.2a

The screenshot shows a web form titled "Edit Member". It contains the following fields and sections:

- Name:** Mrs Parent Demo Account
- Dependent:** Demo Account
- Account Status:** A dropdown menu currently set to "Active".
- Account Valid Until (dd/mm/yyyy):** Three input boxes containing "31", "8", and "2020".
- Timeout Period (in minutes):** A dropdown menu currently set to "60 mins".
- Camera Viewing Times:** A section with a table for setting viewing hours.

	Mon From	Mon To	Tue From	Tue To	Wed From
Caterpillars	07:00	12:30	07:00	12:30	00:00
Butterflies	00:00	00:00	00:00	00:00	00:00

From here you can deactivate or reactivate a parental account, change the date at which their account automatically expires, set or change a Login Timeout period or modify camera viewing times. Click the Update button to save your changes.

Any changes made to the main parental account will be automatically applied to secondary family members under this account.