

This guide demonstrates the procedure required for a policyholder to retrieve video footage from their connected camera in the event of an incident.

VisionTrack will be monitoring red alerts and sending incident footage to TFP Schemes and Aviva.

01 Press the PANIC button

In the event of an incident, immediately (or when safe to do so) press the PANIC button on the camera or the external PANIC button, this will generate an email alert immediately.



02 Log into FNOL platform

To retrieve your incident footage, log into the FNOL platform: <https://www.fnol.co.uk> using your username and password.



03 Go to Event Admin

Go to Event Admin at the top of the page

→ **Event Admin** Administration Report Help

Select Fleet / Device / Claim Number

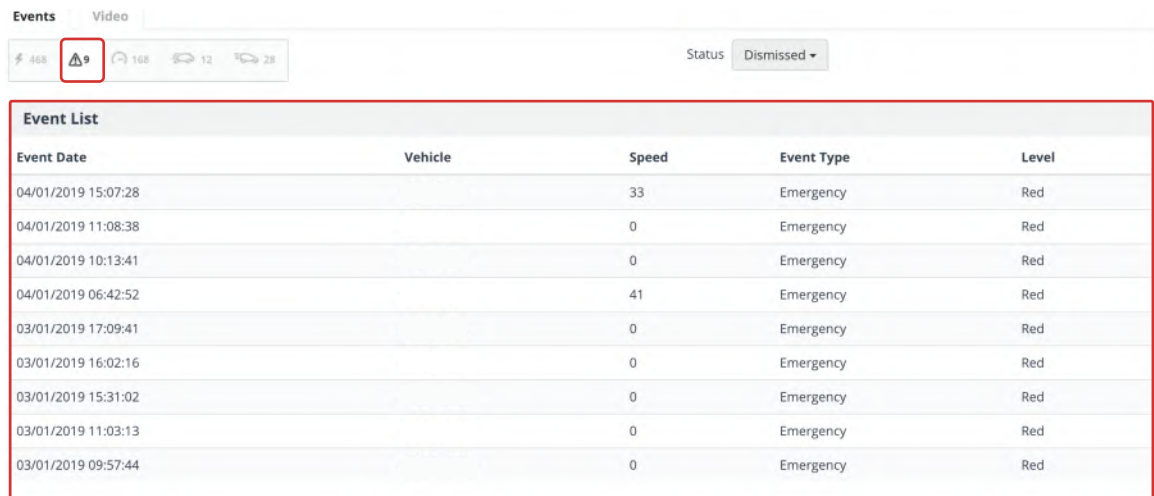
Policy Holder: any VRN: Make: -
 Model: - Engine Size: 1 Year: 2018

Event Details Satellite Location Event Image Event Video

Event Details		Event Zone	
Type:	SHOCK	G-Sensor X:	1384
Time:	04/01/2019 15:23:38	G-Sensor Y:	-636
Location:	M40, Uxbridge, UB9 4, Middlesex	G-Sensor Z:	2048
		Speed:	78
		Road Speed:	70

04 Locate and select Event

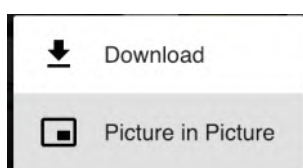
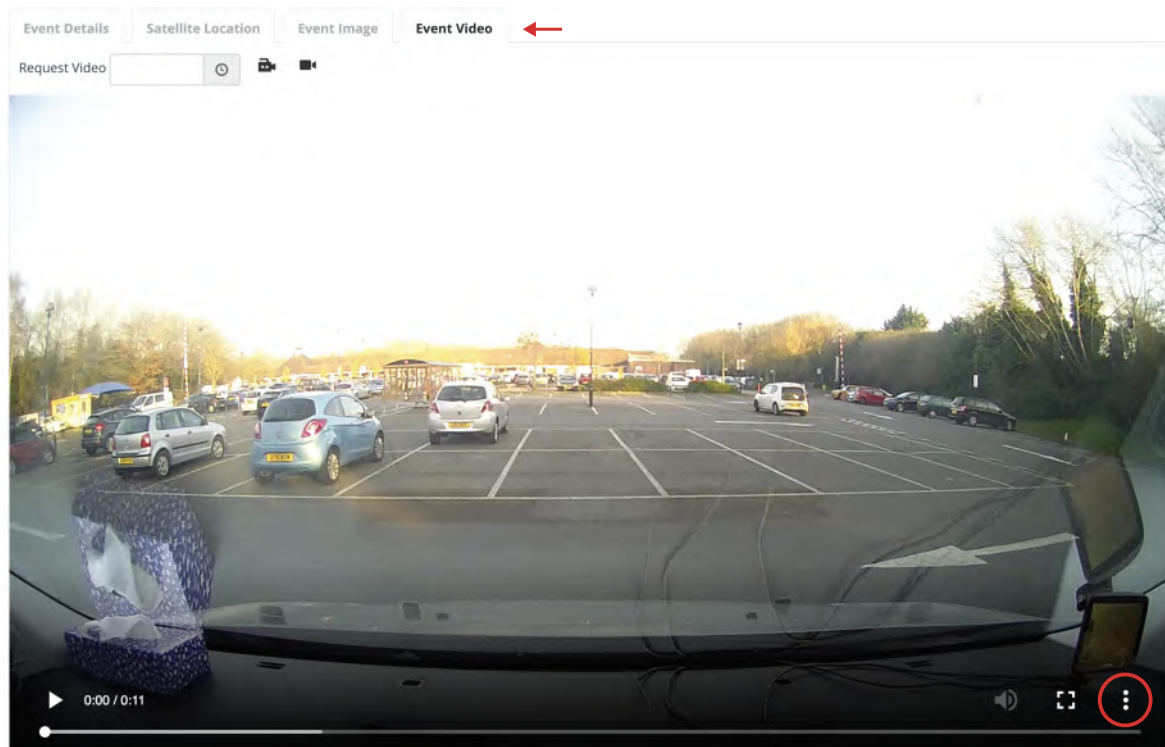
If you need to locate a PANIC event you can find them labelled as an emergency event on the right-hand side of the page.



Event Date	Vehicle	Speed	Event Type	Level
04/01/2019 15:07:28		33	Emergency	Red
04/01/2019 11:08:38		0	Emergency	Red
04/01/2019 10:13:41		0	Emergency	Red
04/01/2019 06:42:52		41	Emergency	Red
03/01/2019 17:09:41		0	Emergency	Red
03/01/2019 16:02:16		0	Emergency	Red
03/01/2019 15:31:02		0	Emergency	Red
03/01/2019 11:03:13		0	Emergency	Red
03/01/2019 09:57:44		0	Emergency	Red

05 Download video

Once the event has been selected, select the 'Event Video' tab and click on the three dots icon located bottom right of the video.



← Click Download