



Request for Administrator Credentials

Requestor Details			
Date			
Company			
Name		Phone	
Email	📧 Credential will be sent to this email		
CCTV System Details			
System Reference (Invoice/ Location)			

I understand the Administrator Credentials allow all access to the system, including the access to

- Make changes to settings in the system that may impact on the usability/connectivity of the system
- Add/Delete/Modify user's login details that may impact on the ability of the users to access the system

I will need to manage Administrator Credentials thereafter and keep a copy for future references. Administrative charges will apply for future requests and the resend copy will be the same copy and may not be updated.

As such, with the release of the Administrator Credentials,

For Equipment Under Warranty Period/Service Requests

- Customer will need to provide all login details prior to remote/onsite checks/services.
- Additional trip charges will apply for onsite services if the login credentials cannot be used.
- Changes to settings are not covered by warranty.
- Password reset will be chargeable. Factory reset may be required to reset password that required additional reconfiguration charges.

For Equipment Beyond Warranty Period

- Goodwill support beyond the warranty period will cease.

Signature and Company Stamp

Date :

For Official Use	
Reference No	
Remarks	