

Vidanyx Tutorial

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Request Account

1. You will first need to request your Vidanyx account. Click [here](#) or scan the QR code below and complete the survey. It will be sent to Chadwick and Chadwick will add you into Vidanyx. This QR code is also available in the partner room at Chadwick.

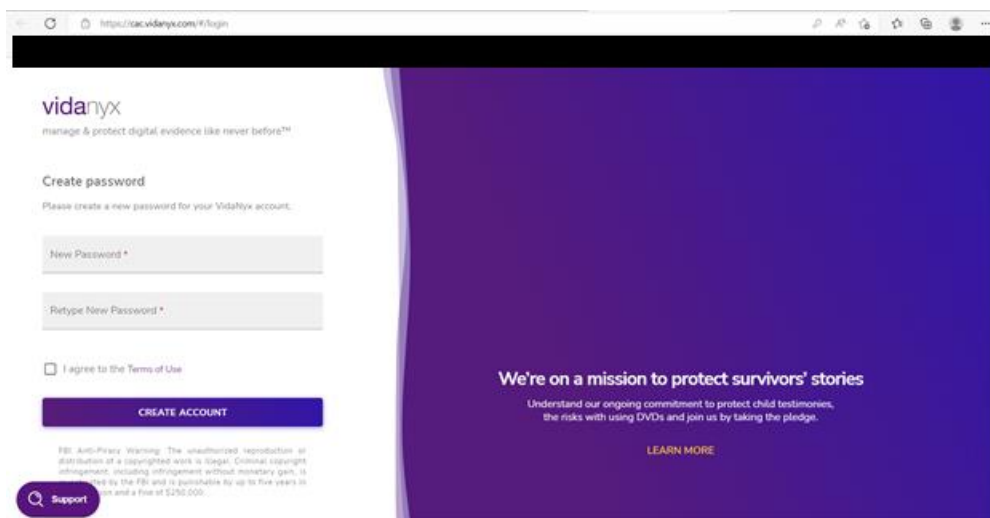


2. Once you have been added into Vidanyx by Chadwick staff (usually within 24 business hours), you will receive an email from Vidanyx (support@vidanyx-cac.com) which will allow you to set up your account.
 - a. If you have not received this email within two business days, please reach out to vvera@rchsd.org.
 - b. If you have an urgent need for an account/to view a video, please complete the survey as noted in Step 1, then call Chadwick at 858-966-8951 and ask them to set up your account right away.

Set up Account

You can click [here](#) for a video and information on setting up your account.

1. In the email you receive from Vidanyx, there will be a button to click at the bottom of the email that says “Set Up Account.” There is also a link to copy and paste if the link is not clickable. After you click that link, you will be brought to the below page to set up a password.



vidanyx
manage & protect digital evidence like never before™

Create password
Please create a new password for your Vidanyx account.

New Password *

Retype New Password *

I agree to the Terms of Use

CREATE ACCOUNT

FBI Anti-Fraud Warning: The unauthorized reproduction or distribution of a copyrighted work is illegal. Criminal copyright infringement, including infringement without monetary gain, is punishable by the FBI and is punishable by up to five years in prison and a fine of \$250,000.

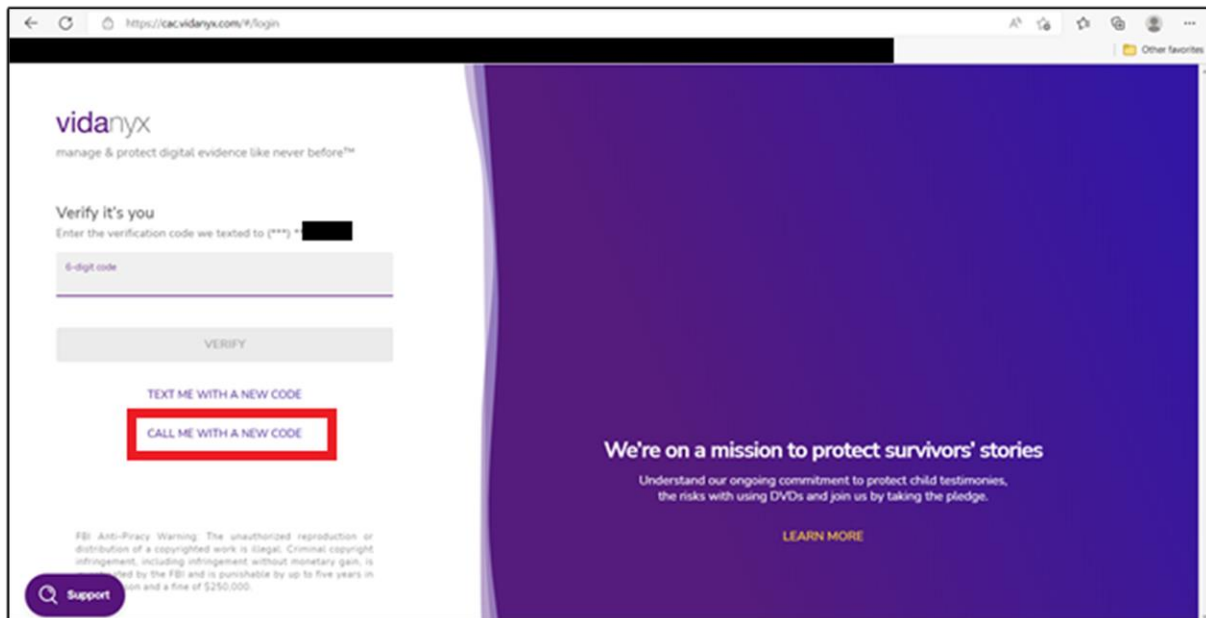
We're on a mission to protect survivors' stories
Understand our ongoing commitment to protect child testimonies, the risks with using DVDs and join us by taking the pledge.

LEARN MORE

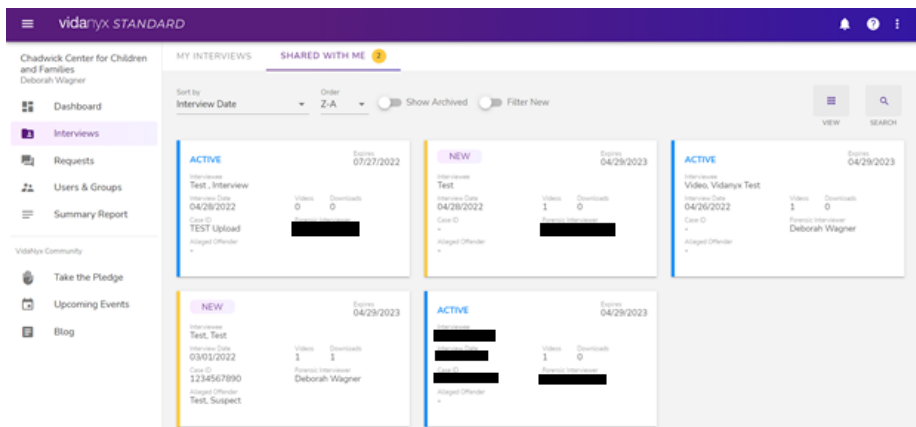
Support

2. Choose a password, read the Terms of Use, click the box indicating you agree with the terms of use, and then click the purple “Create Account” button.
3. You will then be asked to verify your account with the phone number you provided to Chadwick initially. You will receive a text message at that phone number with a code to enter. If you provided a land line or cannot get a text message for any reason, you can click the line that says Call Me With a New Code. See picture below. Enter the code and click “Verify.” You will be asked to verify in this manner each time you log in for security purposes.

**We strongly recommend providing a cell phone number for your account so you can log in to Vidanyx from anywhere you need to.



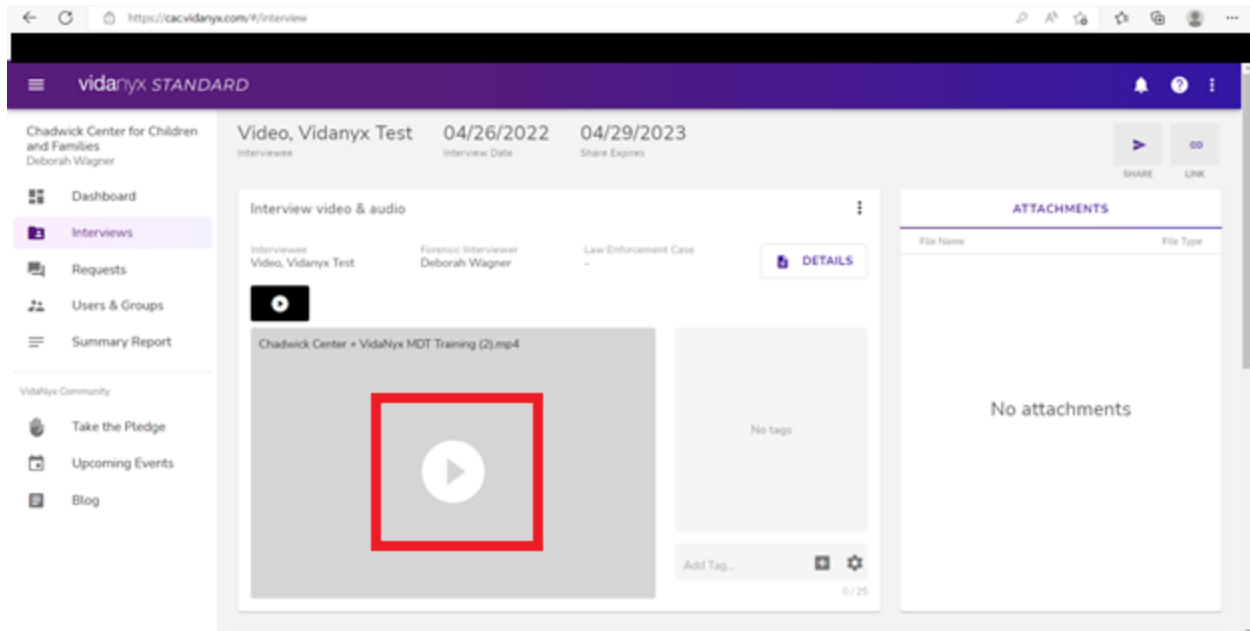
Once you enter the code and click Verify, you will be logged in. When you are first logged in, you will be brought to the main screen which will show you “cards” of all of the videos that have been shared with you, to which you still have access. See picture below.



Viewing Videos

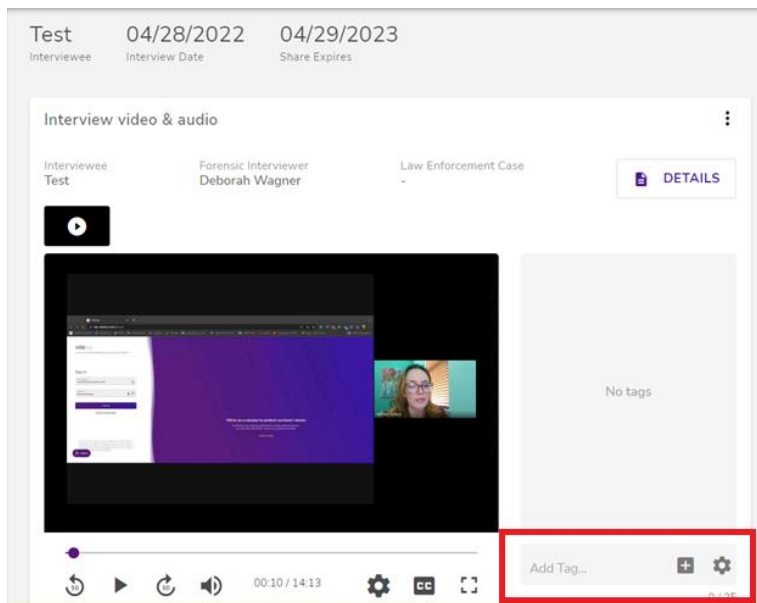
Click [here](#) for more information on viewing interviews.

1. To view any of the videos that has been shared with you, click anywhere on the card to open that video. Click on the arrow to begin playing the video. The video intentionally does not have a picture in order to protect confidentiality.

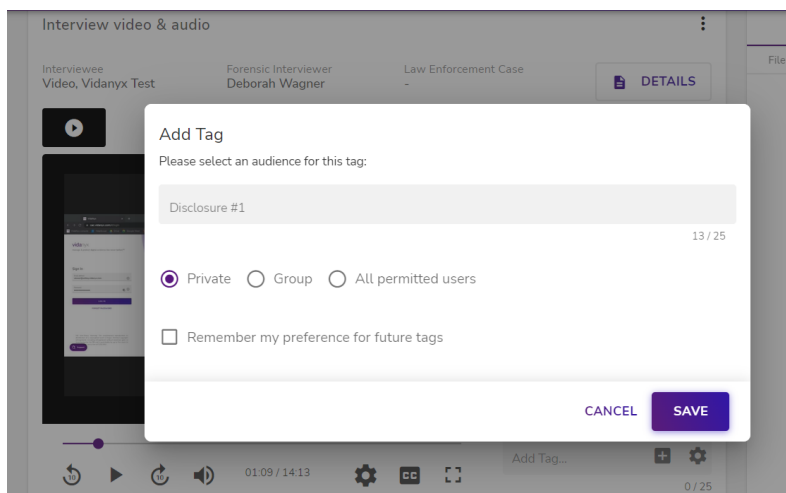


Creating Tags

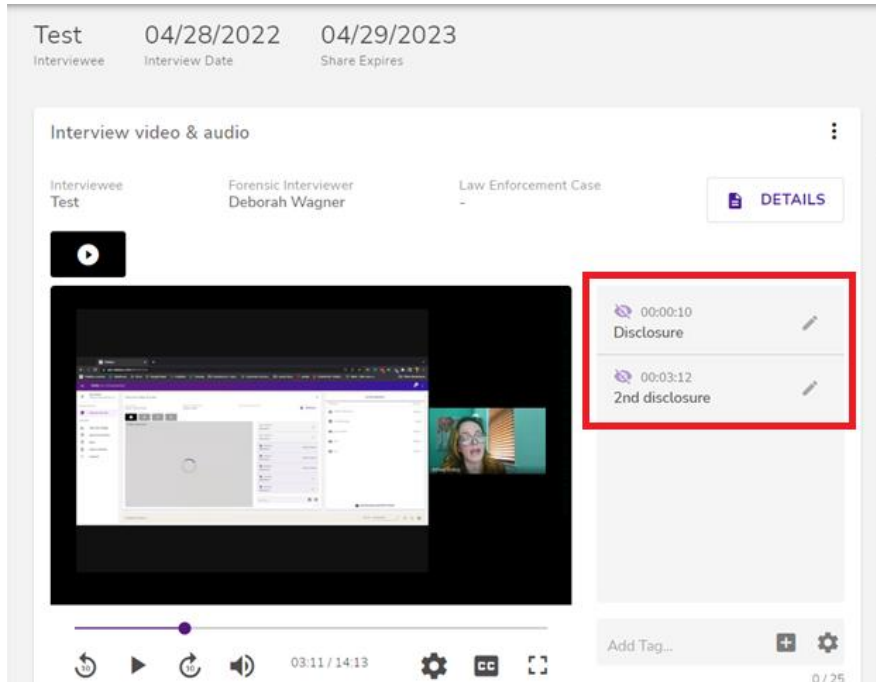
1. While you are watching the video, you can create tags which bookmark a specific location in the video. For instance, you may want to mark when a disclosure begins, when a suspect's name is mentioned, when witnesses or other victims are mentioned, etc. These will be saved for the next time you watch the video.
2. To create a tag,
 - a. When you reach the spot in the video that you want to tag, simply click in the box to the right of and below the video box where it says, "Add Tag." The video will pause.
 - b. Type what you want to call the tag – you can use anything you'd like but do not use PII.



- c. After you type in the name of the tag, click the plus sign next to the box and the following screen will pop up. Make sure the "private" option is clicked (it defaults to that). Then click Save.



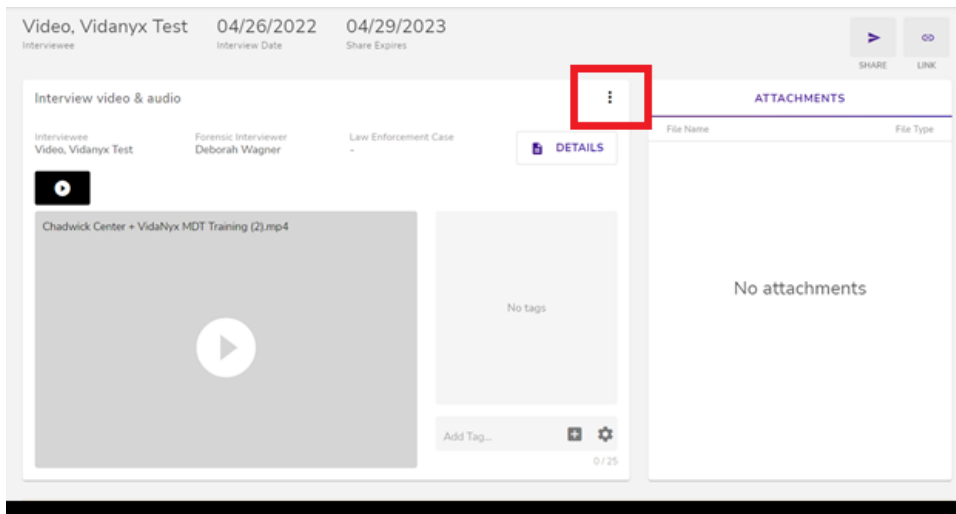
- d. Your tag(s) will appear on the right hand side of the video. If you want to return to the tagged location, simply click on the tag in the box on the right. You can also click on the pencil to edit the tag.



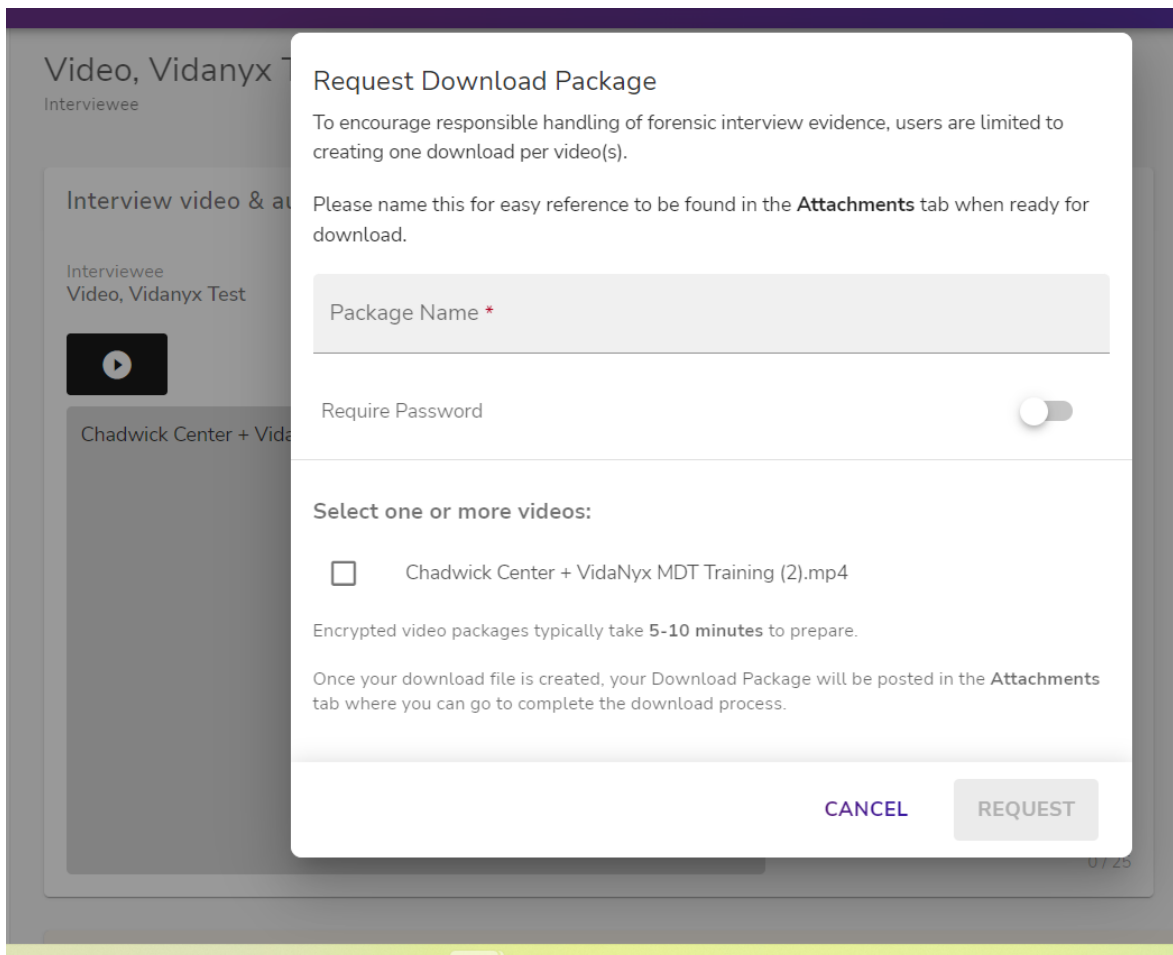
Downloading Videos

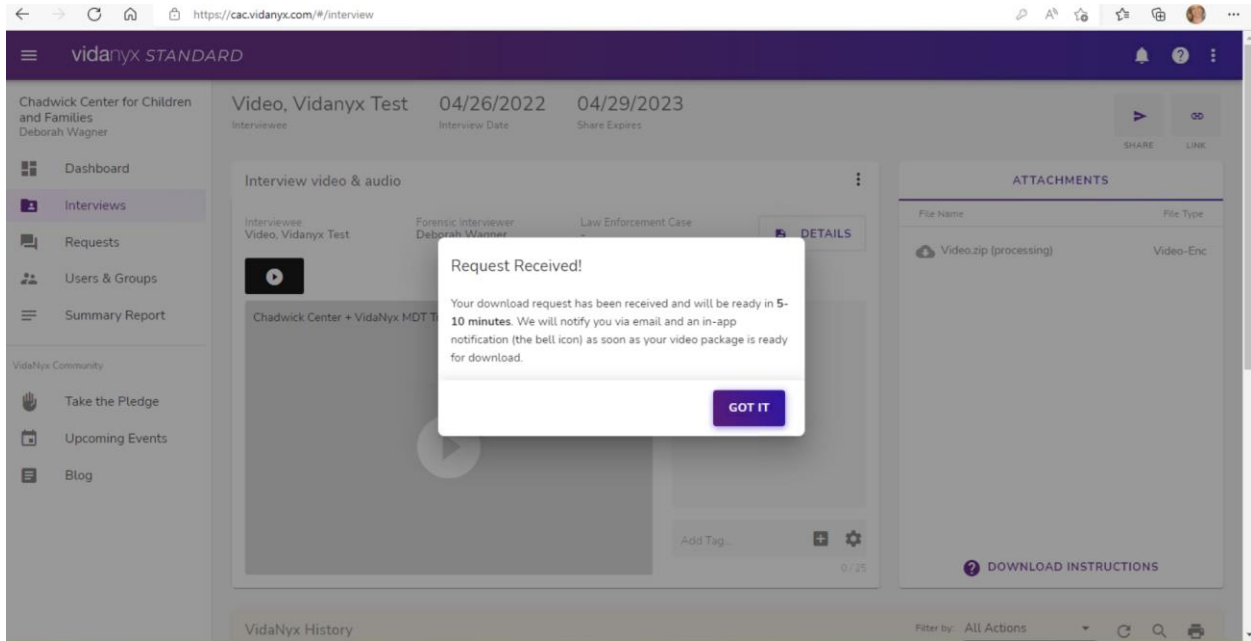
Click [here](#) for more information on downloading and viewing videos. If you have problems viewing the video, click [here](#) to troubleshoot.

1. If you need to download a video for any reason (court, for example), you will need to request a download as you will have “view only” access otherwise. Downloads will only be allowed in very specific circumstances but please reach out if you think you need to download a copy of the video.
 - a. Email vvera@rchd.org to request download access.
 - b. After receiving confirmation from Victoria that you have been granted download access, go to the video card.
 - c. When you are in the video card, click on the three dots in the right hand corner of the video box.
 - d. A menu will drop down and click on Request Download.



- e. A box will pop up that says "Request Download Package." You can simply name this Download as it will show up as an attachment in the video card. Click the box next to the video name, then click Request.

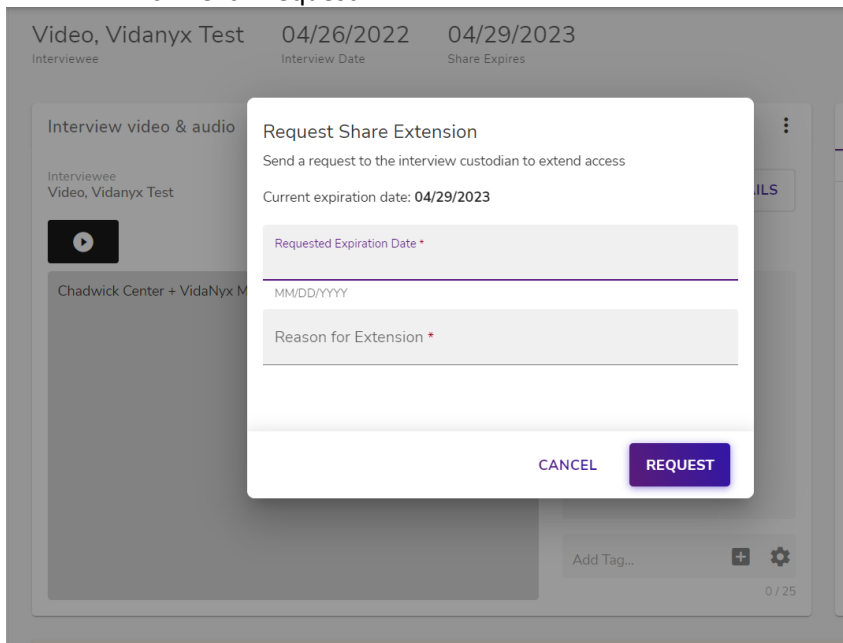




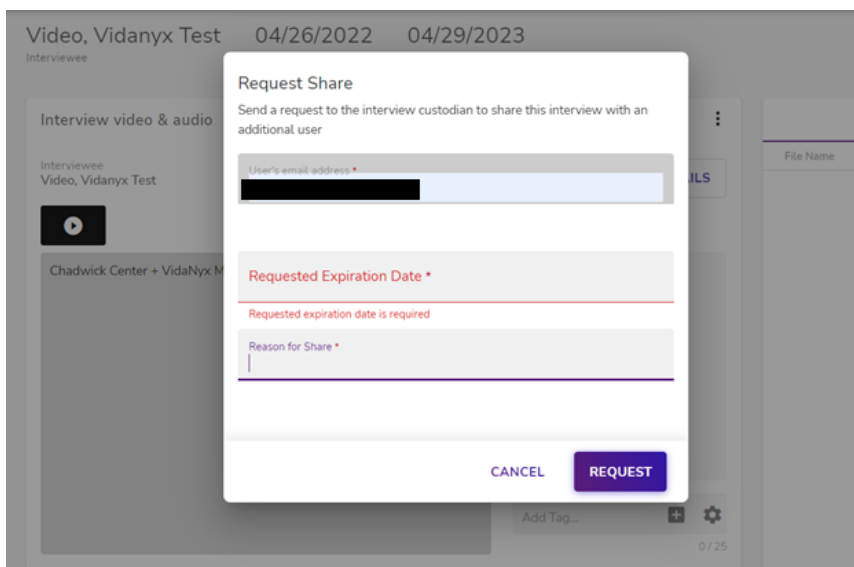
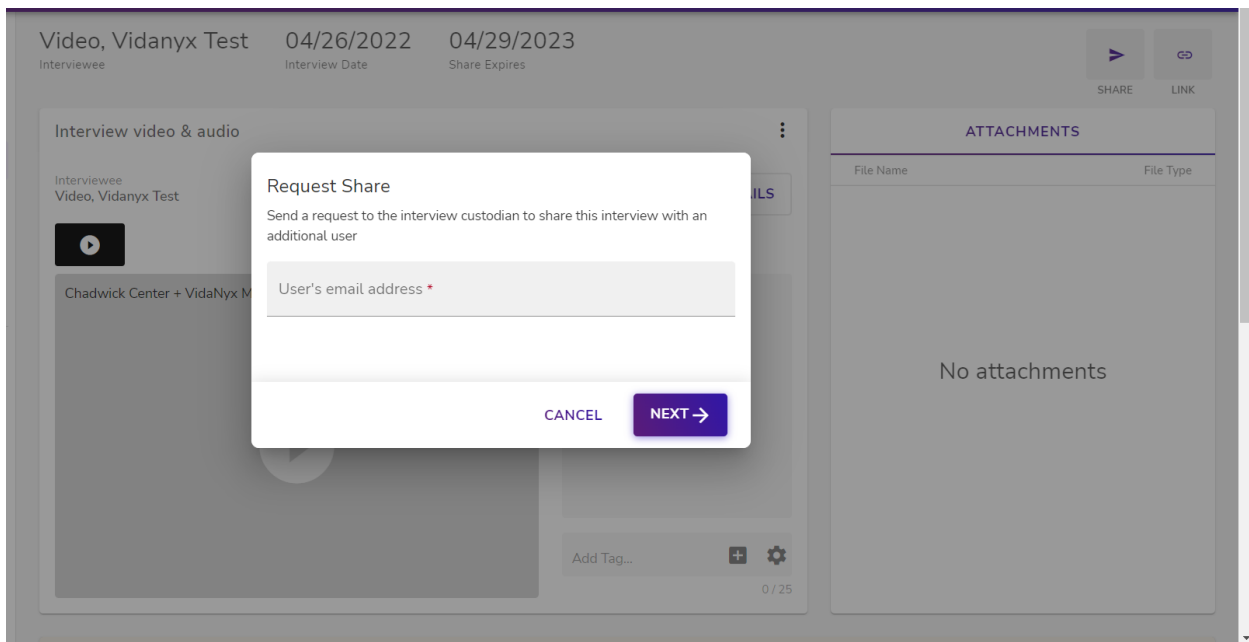
Requesting Video Shares/Viewing Extensions

Click [here](#) for Vidanix information on requesting an extension and sharing the interview with someone else.

1. If you need to be able to view the video for longer than the allotted six week timeframe, you will need to request an extension.
 - a. Click on the same three dots as noted in Step 10(a) and choose “Request Share Extension.”
 - b. Choose a new expiration date and write a brief reason why you need the extension.
 - c. Click Request.



2. If you need someone else to be able to view the video, such as your supervisor or if someone else takes over your investigation, you can request to share the video. The other person will need to have an account in Vidanyx already.
 - a. In the top right corner of your screen, click on the Share button.
 - b. Enter the person's email address and click Next.
 - c. Another screen will pop up that says Request Share. The email address will automatically populate and will not be able to be changed.
 - d. Enter the requested expiration date (which should not be past the expiration date of your viewing capability).
 - e. Enter the reason for the share.
 - f. Click Request.



Troubleshooting

Click [here](#) to run a diagnostic test for your internet connection.

Click [here](#) for system requirements.

Click [here](#) if you are having problems viewing encrypted downloads.