HIGHERGROUND
TECHNOLOGY SOLUTIONS

HigherGround
End-User Quick Tips

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Retrieval

Launching the Application from a Selected Browser

1. Select a Windows browser.
2. In the address bar, type https://yourhighergroundservername/wbi then click Enter.
3. Log in using your HigherGround username/password provisioned in HG Manage.
4. Save the URL address to the browser bookmark/favorites list.

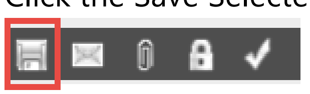
Searching for a Recording

1. Click the Search button to open the Search Pane.
2. From the Date/Time filter, click the On button.
3. Click the calendar picker icon and enter the date of the recording; and click the two clock picker icons to enter the time range of the recording.

4. Modify the filter settings on any filter that will narrow the search (Duration, Station Name, etc.).
5. Click the Refresh Grid button to launch and display the search results.

Saving a Recording (Non-Screen Capture and Voice media types)

1. Select the recording.
2. Click the Save Selected Media action button.



3. Enter a ZIP file name.
4. Click OK.
5. From the download folder, save the ZIP folder to the desired location.

Saving a Recording (Screen Capture and Voice recording)

1. Select the recording.
2. Click the Save Selected Media action button.

3. Select Save Selected Media as MP4.
4. Enter a ZIP file name.
5. Click OK.
6. From the download folder, save the ZIP folder to the desired location.

Saving a Recording (Multiple recordings)

1. Using keyboard Ctrl or Shift keys, select the recordings.
2. Click the Save Selected Media action button.
3. Select a processing option (audio recordings only).
4. Enter a ZIP file name.
5. Click OK.
6. From the download folder, save the ZIP folder to the desired location.

Emailing a Recording (Note: Local exchange server may have attachment file size limits)

1. Select the recording.
2. Click the Email action button.

3. Enter a ZIP file name.
4. Enter the send settings for the email.
5. Click OK.

Emailing a Recording (Multiple recordings) (Note: Local exchange server may have attachment file limits)

1. Using keyboard Ctrl or Shift keys, select the recordings.
2. Click the Email action button.
3. Select a processing option (audio recordings only).
4. Enter a ZIP file name.
5. Enter the send settings for the email.
6. Click OK.

Linking Recordings by ID (Incident Recreation)

1. Search, display and select the incident recordings.

2. From the Grid menu, select Assign a Link ID to Selected Items.
3. Assign a numeric value in the Link ID field.
4. Click Assign.

Removing a Link ID

1. Select the linked recording/recordings.
2. From the Grid menu, select Assign a Link ID to Selected Items.
3. Assign a zero in the Link ID field.
4. Click Assign.

Adding a Flag to a Recording (see Manage: Configuring Flag Labels)

1. Select the recording/recordings.
2. From the Grid menu, select Add/Remove Flags for Interaction.
3. Select the appropriate flag/flags.
4. Click OK.

Removing a Flag from a Recording

1. Select the flagged recording/recordings.
2. From the Grid menu, select Add/Remove Flags for Interaction.
3. Click the Remove Flags button.
4. Select the flag labels.
5. Click OK.

Adding a Tag/Tags to a Recording (see Manage: Configuring Tag Icons)

1. Select the recording.
2. Place the playback slider bar at the desired tagging location of the recording (multiple tags can be attached to the recording).
3. From the Grid menu, select Tag Recording at Current Playback Position.
4. From the Tag Icon drop down, select the appropriate tag icon.
5. (Optional) Using Windows Text to Speech Voice Synthesizer, check Spoken Tag, and type an appropriate notation in the Tag Notation field.
6. Click OK.

Removing a Tag from a Recording

1. Select the tagged recording.
2. Mouse-over and left-click on the tag icon.
3. Select Delete this tag.

Redacting a Recording

1. Select the recording.
2. From the Grid menu, select Redact Selected Recording.
3. Listen to the recording.
4. Place the playback slider bar at the beginning of the redaction section and click Mark Start.
5. Place the playback slider bar at the end of the redaction section and click Mark End.
6. Select Silence, Tone or Pitch to fill the redaction space.
7. Click the Preview button to On.
8. Click New to redact another section of the same recording.
9. Repeat steps 4 and 5.

Creating a Grouped Summary Report

1. In the Search Pane, select the desired report Date Time filter.
2. In the Interactions Grid, drag and drop the desired grouping column header in the area identifying Drag a column header and drop it here to group by that column.
3. Repeat step 2 for sub-grouping.

Exporting a Report

1. From the File menu, select Export Report.
2. Select the file type from the Export Report As dropdown menu.
3. Name the report in the Report Filename field.
4. Click Export.
5. Open or Save the report from the Download folder.

Saving a Report (Saving to Favorites or My Reports)

1. For all user access, select Save Current Report to Favorites from the Favorites menu. For individual user access, select Save Current Report to My Reports from the My Reports menu.
2. Enter a name for the report.
3. Click Submit.

Manage

Adding a Station Record

1. Open Manage from the Retrieval Run menu, or the Manage tab.
2. From the Utility menu, select Station Utility.
3. Enter a Station number in the Station No. field.
4. Enter a Station Name in the Station Name field.
5. Enter a Start Date in the Start Date field (dd/mm/yyyy).
6. From the Division/Department picker, assign a Division/Department.
7. Click Save.
8. Click Home.

Adding an Interactive User

1. From the User/Channel table, click the Add button.
2. In the Identification section, edit the new user name in the User Name field.
3. Click the Picker button and select the Station Utility record for the new user.
4. In the Security section, assign the proper User Level and Admin Type to the user.
5. In the Retrieval section, assign the permissions for Retrieval access.
6. In the Permissions section, assign specific feature permissions.
7. In the Recording section, assign specific recording abilities.
8. In the Screen Capture section, assign screen capture settings.
9. Click Save.
10. Click Home.

Configuring Flag Labels

1. From the Settings menu, select the Recording Flags option.

2. Enter up to 16 flag labels in the Flag fields.
3. Click Update.
4. Click OK.

Configuring Tag Icons

1. From the Settings menu, select the Recording Tag Icons option.
2. Select a Tag Icon and click the Edit button.
3. Enter the caption label in the Caption field.
4. Click Update.
5. Click OK.
6. Click Refresh.