

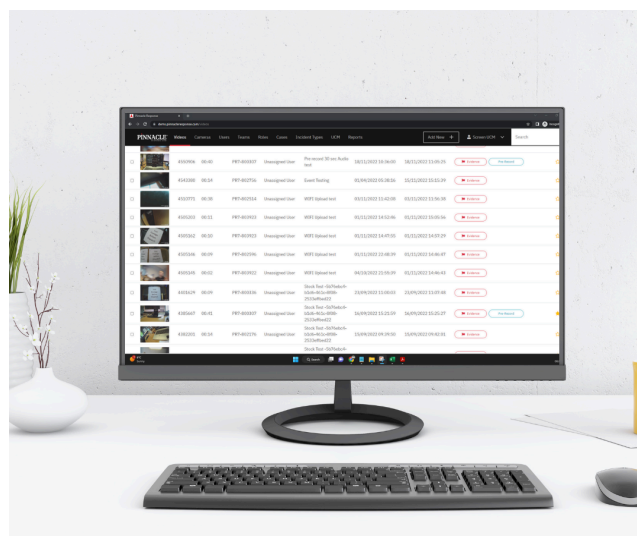
DEMS

TROUBLESHOOTING

GUIDE

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1. Where can I access footage?

Access our latest cloud-based version of DEMS from any device with an internet connection and a compatible web browser using the provided URL:

DEMS URL - <https://dems.pinnacleresponse.com/>

DEMS is accessible via tablets, phones, or desktops, granting access to registered accounts from anywhere.

2. I have forgotten my password

If you have forgotten your password, please go to the web page URL and choose the "forgot password" option.

Log In

Username or email

Password

[Forgot Password?](#)

[Log In](#)

This will bring you to another screen where you can input your email address to get a password reset link, from here you can follow the instructions on how to reset your password.

Forgot Your Password?

Username or email

[« Back to Login](#)

[Submit](#)

Enter your username or email address and we will send you instructions on how to create a new password.

If the reset doesn't work or if you don't receive the email link, please contact your line manager, IT support, or the administrator responsible for user management on your DEMS portal. They will manually reset your password and provide you with the new password format.

IMPORTANT: All DEMS passwords must consist of a minimum of 8 characters and include at least one capital letter, special character, and number.

If you're unable to get assistance from the mentioned contacts, please reach out via email to support@pinnacleresponse.com.

3. I am unable to log into DEMS

If you're encountering difficulties logging into DEMS, several factors could be causing the issue.

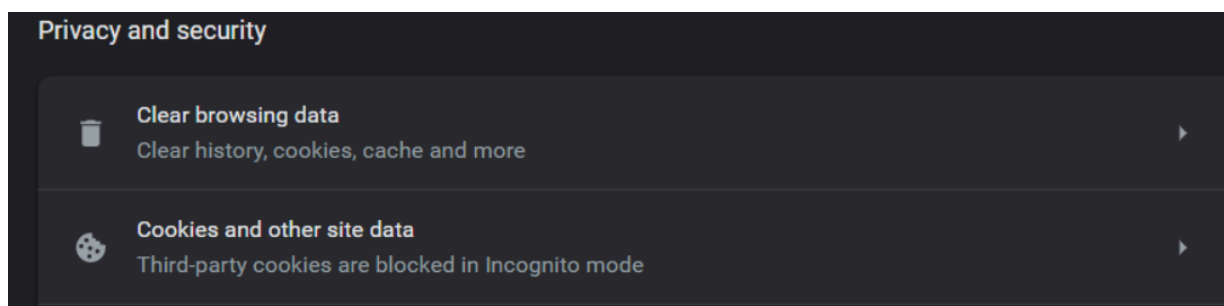
Incorrect password:

If your password isn't recognised, use the "forgot password" option on the main login page to request a password reset.

Cache Issue:

Your browser's cache might be full due to previous site visits. To resolve this, clear your browser's cache data. For instance, in Chrome, click the three dots at the top right > Select Settings > Privacy and Security > Clear Browsing Data > Clear Data. Afterward, attempt logging into your DEMS again.

This cache-clearing process applies to most browsers like Firefox and Edge. Please ensure you have offline copies of any stored login passwords, as this process might clear auto sign-in passwords.



Web Page Blocked:

If you're unable to access the site and encounter an error like the one below, it's advisable to contact your IT support team. They might have restricted access to certain websites based on the company's Group Policy, potentially causing this issue. Checking with them can help clarify if the website has been blocked.



This site can't be reached

www.slideshare.net took too long to respond.

Try:

- Checking the connection
- [Checking the proxy and the firewall](#)

ERR_TIMED_OUT

Details

Reload

Still no success?

Please contact support@pinnacleresponse.com with your store name, an explanation of your issue, and what steps/tests you have taken so far. A member of our support team will be in touch with you.

4. Youtube Guides

Check out our handy YouTube video links below to help navigate the DEMS features!

How to add cameras <https://youtu.be/v62PfbN0AYM>

How to Checkout a Camera <https://youtu.be/yJta0urw9GQ>

How to Create a New User <https://youtu.be/33b39qehSoA>

How to Create a Team <https://youtu.be/gpz5-Yelmrg>

How to Create Roles <https://youtu.be/zDOQcaCesow>

Reset password <https://youtu.be/owHqTMWGjdA>

How to Mark as Evidential Non Evidential <https://youtu.be/87OPQFAzJ4g>

Admin Password Reset https://youtu.be/ILkDQHFGu_A

How to delete a User https://youtu.be/d_EEsQpPyRk

How to clear Cache in Mozilla Firefox <https://youtu.be/9o8PxsmuSg4>

How to clear Cache in Edge browser <https://youtu.be/2mYZnlgoxyl>

How to clear Cache in Chrome browser <https://youtu.be/pJjMZD7IXOY>