

Realview **NOW**

User **Manual** Guide v1.8

English

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Introduction

Realview NOW is an innovative web application which provides the user a complete overview of his/her security applications like **iAlert Plus**, **CM Car Alarm** and more. Thanks to the **Dashboard**, the user can get a detailed view of all the integrated devices latest locations with a pin or a heatmap, and also all of the latest alerts.

Sign up & Sign in

Sign up

By following this link www.realviewnow.net the user navigates to the **Realview NOW** homepage.

Realview NOW - Homepage

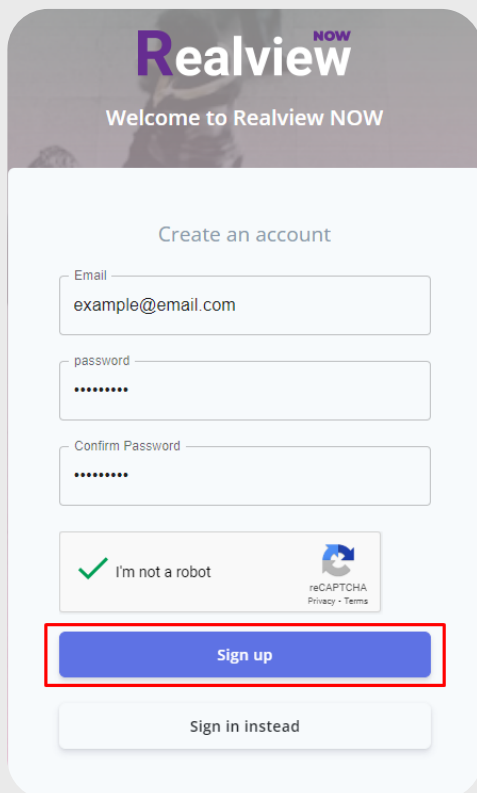


After clicking the login button the user needs to **create** an account.

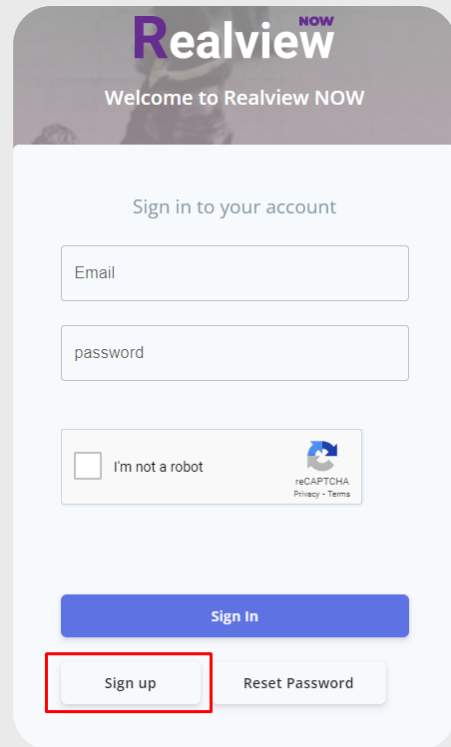
Realview NOW – Sign up form

To create an account, the user needs to click the “Sign up” button, fill all the necessary fields (Email, Password, Confirm Password) and also solve the Captcha to proceed.

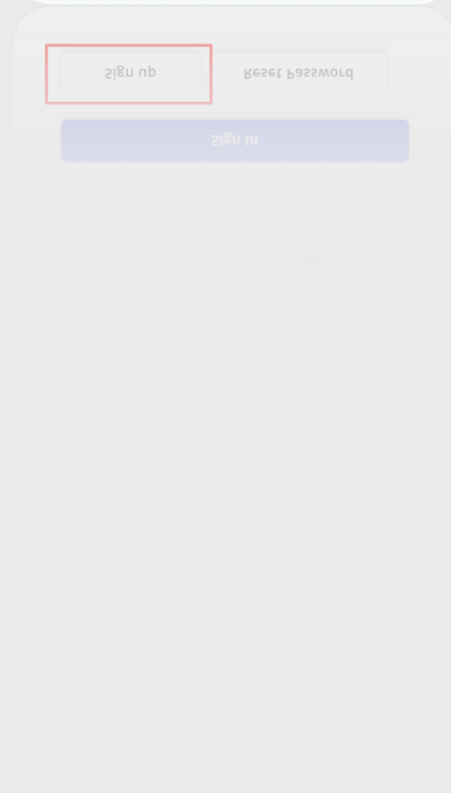
Realview NOW – Sign up filled



The image shows the 'Create an account' form for Realview NOW. The form has a header with the Realview NOW logo and 'Welcome to Realview NOW'. Below the header, the title 'Create an account' is centered. The form contains four input fields: 'Email' (filled with 'example@email.com'), 'password' (filled with '*****'), 'Confirm Password' (filled with '*****'), and a reCAPTCHA checkbox labeled 'I'm not a robot' (checked). Below the input fields, the 'Sign up' button is highlighted with a red border. At the bottom, there is a 'Sign in instead' button.

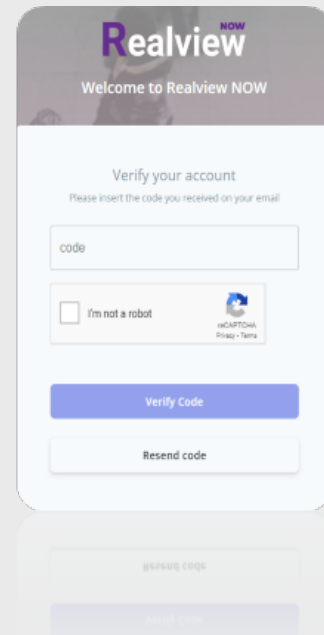


The image shows the 'Sign in to your account' form for Realview NOW. The form has a header with the Realview NOW logo and 'Welcome to Realview NOW'. Below the header, the title 'Sign in to your account' is centered. The form contains two input fields: 'Email' and 'password'. Below the input fields, there is a reCAPTCHA checkbox labeled 'I'm not a robot' (unchecked). Below the reCAPTCHA, there is a 'Sign in' button. At the bottom, there are two buttons: 'Sign up' (highlighted with a red border) and 'Reset Password'.



The image shows the 'Create an account' form for Realview NOW. The form has a header with the Realview NOW logo and 'Welcome to Realview NOW'. Below the header, the title 'Create an account' is centered. The form contains four input fields: 'Email', 'password', 'Confirm Password', and a reCAPTCHA checkbox labeled 'I'm not a robot' (checked). Below the input fields, the 'Sign up' button is highlighted with a red border. At the bottom, there is a 'Sign in instead' button.

After clicking the “Sign up” button that's mentioned in the image above, the user receives a verification code via Email. If the email is not received immediately, the user should also check the Spam/Junk folder. This verification code must be filled in the next field in order to continue with the account creation. Once again, the user solves the Captcha and clicks on the “Verify Code” button.



The image shows a mobile app interface for Realview NOW. At the top, there's a header with the Realview NOW logo and the text "Welcome to Realview NOW". Below this, the screen is titled "Verify your account" with a subtext "Please insert the code you received on your email". There is a text input field labeled "code". Below the input field is a checkbox labeled "I'm not a robot" next to a CAPTCHA logo. At the bottom, there are two buttons: a blue "Verify Code" button and a white "Resend code" button.



After the successful verification of the email and the verification code, a unique QR code is automatically displayed on the screen for connection with an Authenticator App.

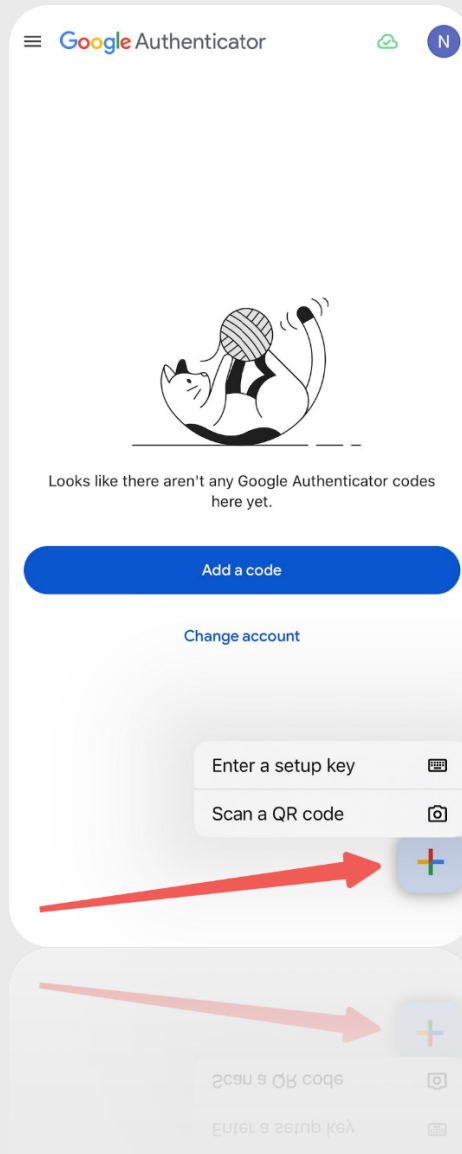
For the final step, the user must scan the QR code using their mobile device through an Authenticator App, such as "Google Authenticator", "Authy", etc., and enter the generated code into the field in order to verify the TOTP (Time-based One-Time Password).

Using an authenticator app like Google Authenticator is straightforward. Simply open the Google Authenticator app, log in to your Google account, and click on the "Add a Code" button. Then, scan the provided QR code to link your account. If the account is for a company, ensure that the company's device and email are used instead of personal contact information. This quick process enhances security with minimal effort.

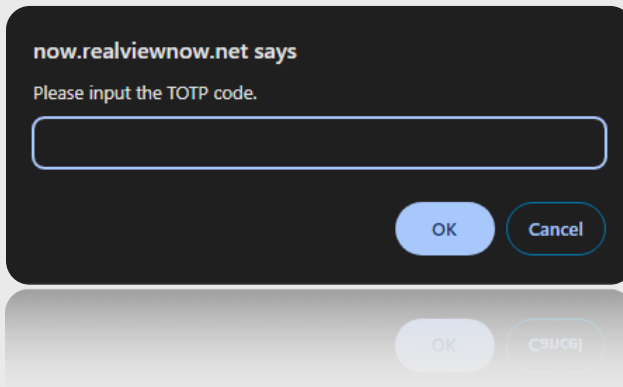
Realview NOW – Authenticator

Sign in

The procedure for the user to **Sign in**, is much simpler as he/she just needs to enter the email that was used for the **Sign up** and the password.



Realview NOW – Sign in

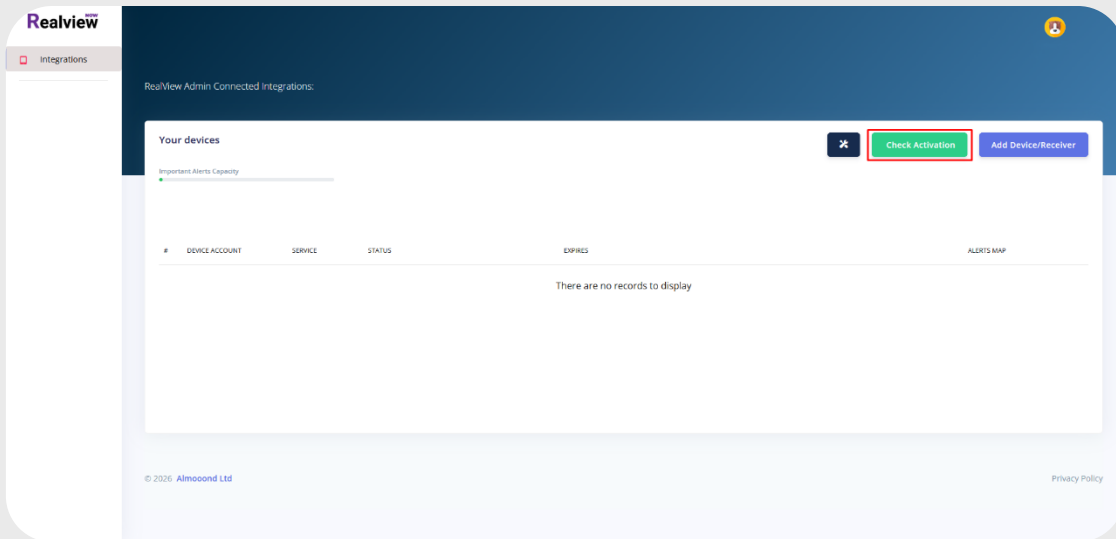
Realview NOW – TOTP codeA dark-themed dialog box with a title bar. The text inside reads "now.realviewnow.net says" in bold, followed by "Please input the TOTP code." Below this is a text input field. At the bottom right are two buttons: "OK" and "Cancel". The dialog is shown with a slight shadow and a reflection below it.

After solving the Captcha and clicking the “Sign in” button, the user needs to fill the TOTP code from the **Authenticator App** that he/she previously used, and click “OK”.

Getting started

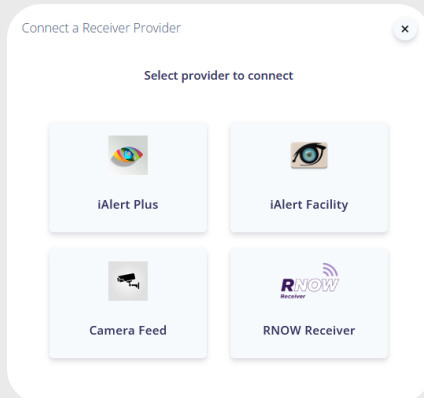
After successfully signing in, the user needs to purchase a subscription of any level that is best suited for their needs from our [e-shop](#). Once the subscription has been completed, the user may verify that it has been activated by clicking the “**Check Activation**” button and add a **Device/Receiver** by clicking the corresponding button to set up the **Dashboard**.

Realview NOW – Add Device/Receiver



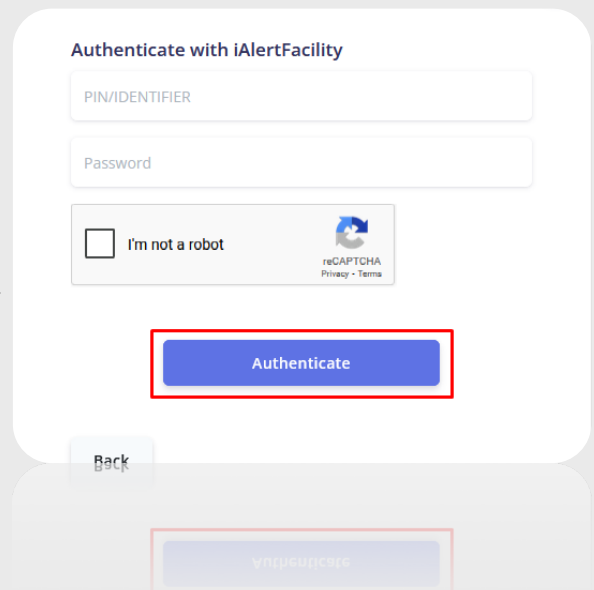
A window with all the available **Receiver Providers** appears, so the user can choose which one he/she wants to integrate.

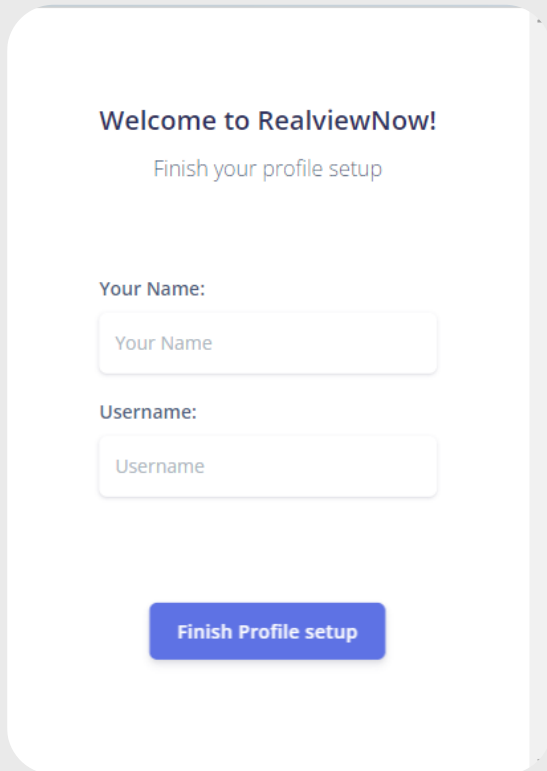
Realview NOW – Connect a Receiver



After choosing a **Receiver**, the user must enter the appropriate “PIN/Identifier” and “Password” and click on the “Authenticate” button.

Realview NOW – Authenticate a Receiver





Welcome to RealviewNow!

Finish your profile setup

Your Name:

Username:

Finish Profile setup

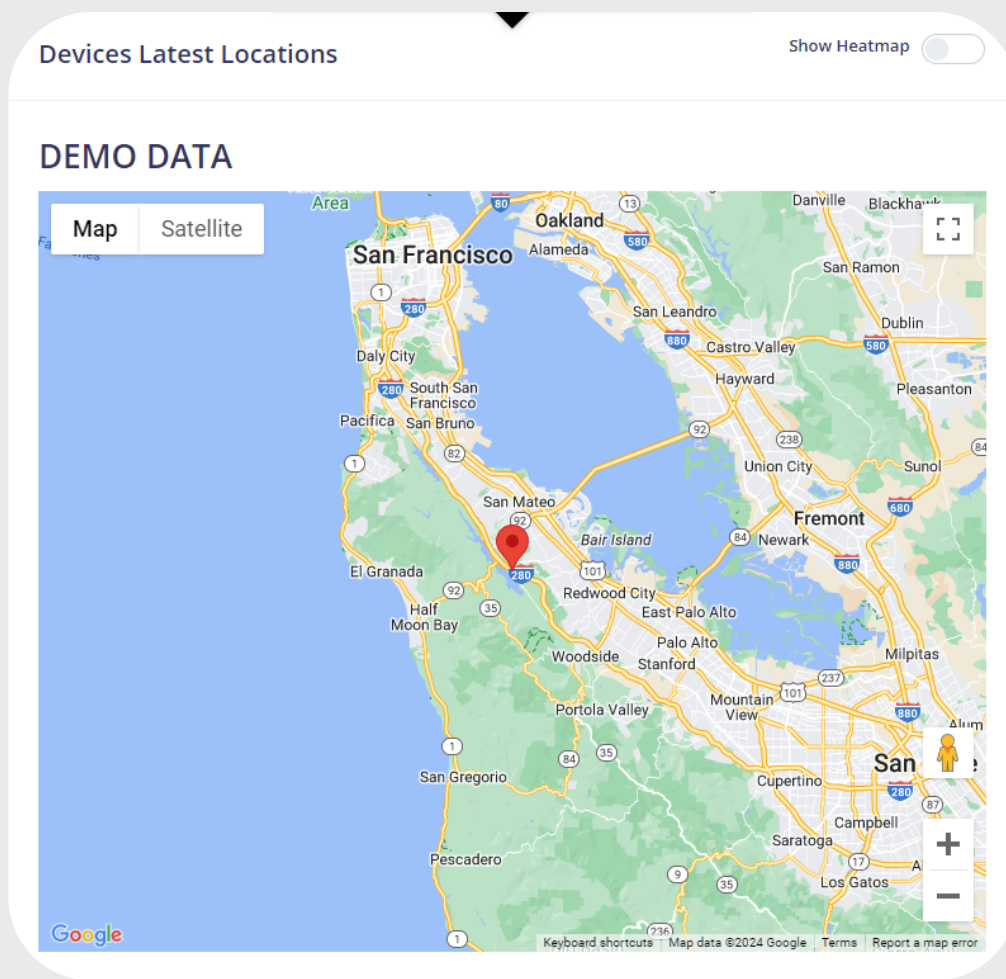
Finally, when the integration is done, a new window appears for the user to enter his/her **Name** and **Username** to finish the profile setup.

Tutorial

After finishing with the profile setup, the user is presented with a quick tutorial of the basics with demo data, starting with the **Dashboard Map**. The tutorial can be skipped by clicking “X” or continued by clicking “Next” on the tutorial card that appears.

Here is a quick overview of the tutorial.

Realview NOW – Demo Map



ALERTSALERTS

Your latests alerts

DEMO DATA

	Service	Device	Type	Received
>	iAlertPlus	223232	AUTOMATED ALERT	2022-11-03 15:15:22
>	iAlertPlus	232321232	AUTOMATED ALERT	2022-11-03 14:59:18
>	iAlertPlus	232111112	AUTOMATED ALERT	2022-11-03 10:01:05

SEE MORE ALERTS

After the **Demo Map** of the **Devices Latest Locations** and the **Latest Alerts** on the **Dashboard**, the tutorial shows the detailed **Alerts** and the **Devices** page both of which will be covered later on, in this manual.

When the user successfully finishes with the **Realview NOW** account, he/she can choose a preferred language, with the default one being English. By navigating to the **Profile** section from the **navigation bar** at the left of the screen. From there by clicking the “Edit” button of the Display Language, a menu appears with all the supported languages, with the current available being **English, German, Bulgarian and Greek**.

Realview NOW – Choose Language

Your account overview

Email:

Username:
Test [Edit](#)

Your Name:
Example [Edit](#)

Display Language:
English [Edit](#)

Choose your preferred language

Display Languages

English

[Update](#)

Navigation Bar

The **Navigation bar** contains everything **Realview NOW** has to offer, helping the user to navigate through.

Realview NOW – Nav Bar

Dashboard

Provides information of the users' account, like the latest locations of his/her devices, the latest and the important alerts.

Alerts

Provides detailed information of all the **Receivers** alerts, like "Service", "Device", "Signal ID", "Alert Type" etc.

Integrations

Shows all the current connected integrations and lets the user add more or mark some as favorites.

Reports

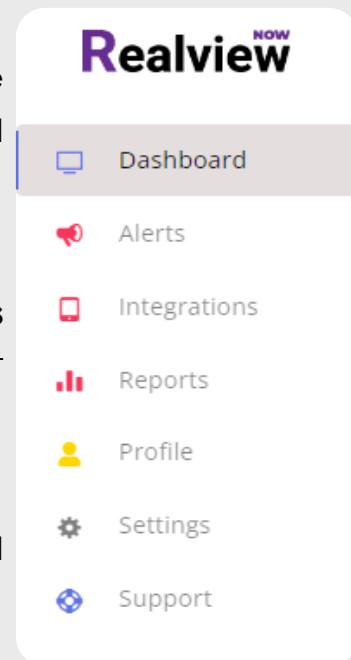
Lets the user create a report of the devices he/she wants and export it as a ".csv" or ".pdf" file.

Profile

Displays the users' information with the ability to edit some basic profile info, upload a profile photo or choose a profile icon.

Settings

Allows the user to restart the tutorial, change password, request data and delete his/her account.



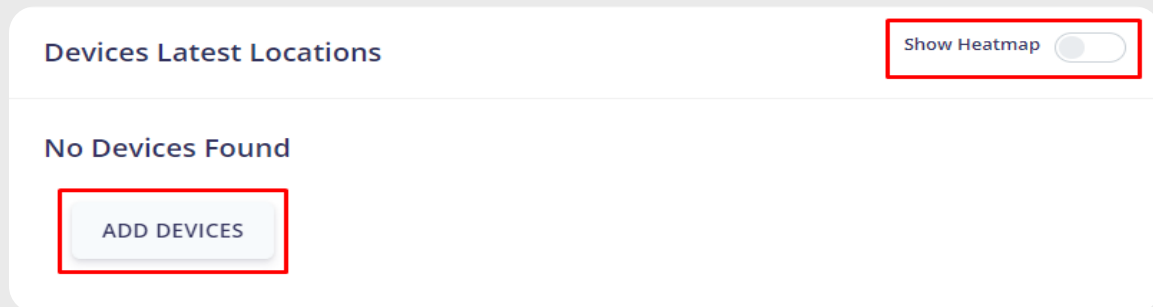
Support

The user can communicate with us for a specific question or matter by sending a message or have his/her question answered by the **Frequently Asked Questions** tab.

Dashboard

As mentioned previously at the [tutorial](#) section, the **Dashboard** displays the users' account overview. After integrating a **Device/Receiver**, its latest location will be present in the "Devices Latest Locations" map window and the user can toggle a heatmap from the corresponding switch for each of the devices.

Realview NOW – Devices Latest Location



The **Dashboard** also displays the latest alerts with detailed information, about the "Service" that gave the specific alert, the "Device" used, the "Type" of the alert and lastly the date and time that the alert was "Received". There is the option to also enable the auto-refresh toggle switch in the table, which refreshes both Latest & Important Alerts tables every 5 minutes. The **Dashboard Map** displays the alerts from the current page of the Important Alerts table. If there are no important alerts, it instead shows the alerts from the current page of the Latest Alerts table.

Realview NOW – Important Alerts

Important Alerts (7 days)

Enable Auto Refresh ☐

	Service	Device	Type	Received	Status	
>	iAlertFacility	21001	FIRE ALARM	11-03-2025 12:45:41	Not Seen	
>	iAlertFacility	21001	FIRE ALARM	11-03-2025 10:51:08	Seen	
>	iAlertFacility	21001	FIRE ALARM	11-03-2025 10:51:04	Seen	
>	iAlertFacility	21001	FIRE ALARM	11-03-2025 10:37:37	Seen	
>	iAlertFacility	21001	FIRE ALARM	11-03-2025 10:37:28	Seen	
>	iAlertFacility	21001	FIRE ALARM	11-03-2025 10:36:20	Seen	
>	iAlertFacility	21001	FIRE ALARM	11-03-2025 10:21:25	Seen	

Rows per page: 7

1-7 of 34

In the Important Alerts Table, the user can control the auto-refresh of both tables, and also can manage the **alerts visibility** in the Dashboard Map with the pin icon for each alert. If a pin is **red** the specific alert is pinned and visible on the map with its own marker, if the pin is **grey** the specific alert is not visible, as shown in the image above. When a new alert appears, a notification sound will start playing to notify the user until the alert is marked as Seen, by clicking the arrow button. The notification sound can always be muted by the browser tab.

Note: Due to browsers policy the notification sound might not be audible if the user hasn't interacted with the webpage. This issue can be resolved by clicking, navigating or enabling the auto-refresh functionality.

Furthermore, the corresponding arrow button provides the user with the exact location of this alert when it was triggered, and based on the **Integration Device** used, in this example **iAlert Plus** an “Extra” voice message is received from the moment of the alert. Lastly, by clicking a marker in the map the user can see some extra details of the alert such as “Time received”, “Alert Type” etc.

Realview NOW – Alert Details

ALERTSALERTS

Your latests alerts

Service	Device	Type	Received
▼ iAlertPlus	107060756841	👤 PANIC ALARM	2024-05-16 11:49:36
ALERT TYPE	👤 PANIC ALARM		
Integration Device:	iAlertPlus		
Time received:	2024-05-16 11:49:36		
Address:	N/A		
Extra:	▶ 0:00 / 0:00		

Map

Satellite

Thessaloniki
Θεσσαλονίκη

Google

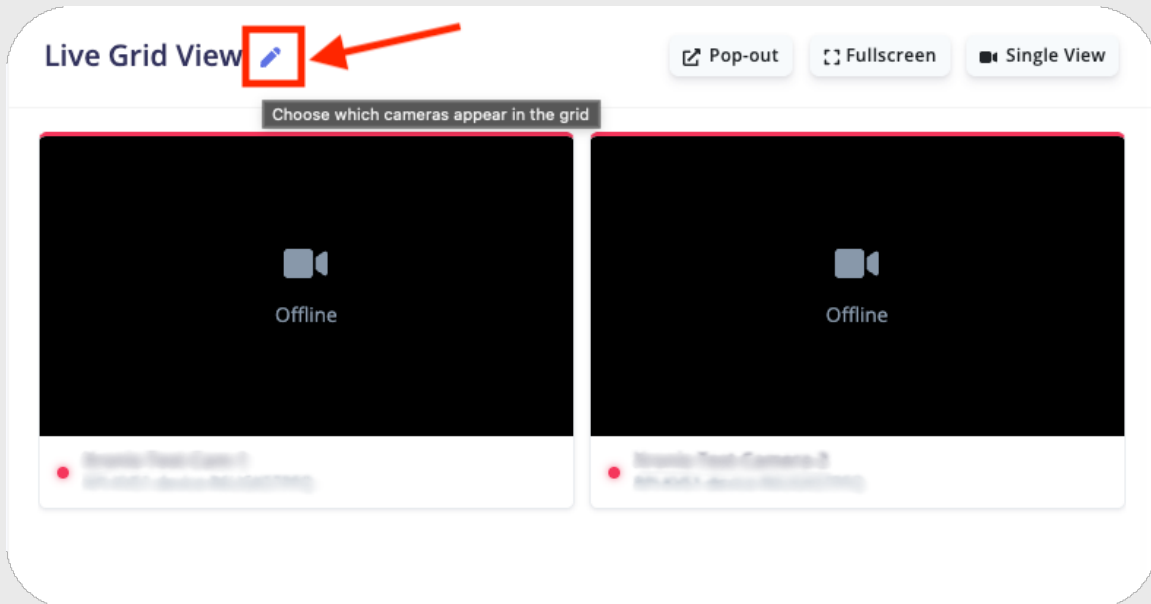
Map data ©2024 Terms Report a map error

SEE MORE ALERTS

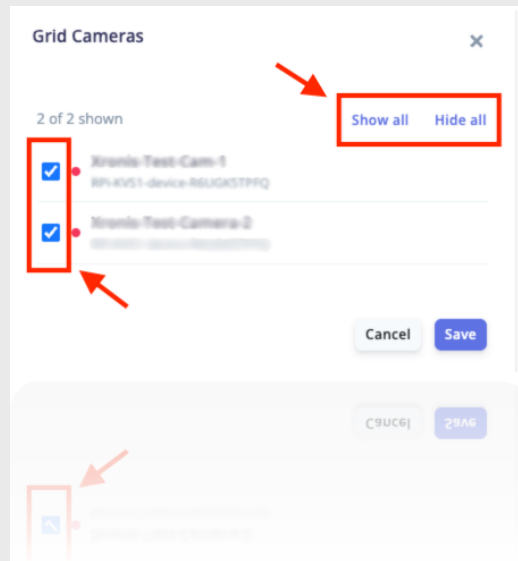
SEE MORE ALERTS

▶ 0:00 / 0:00

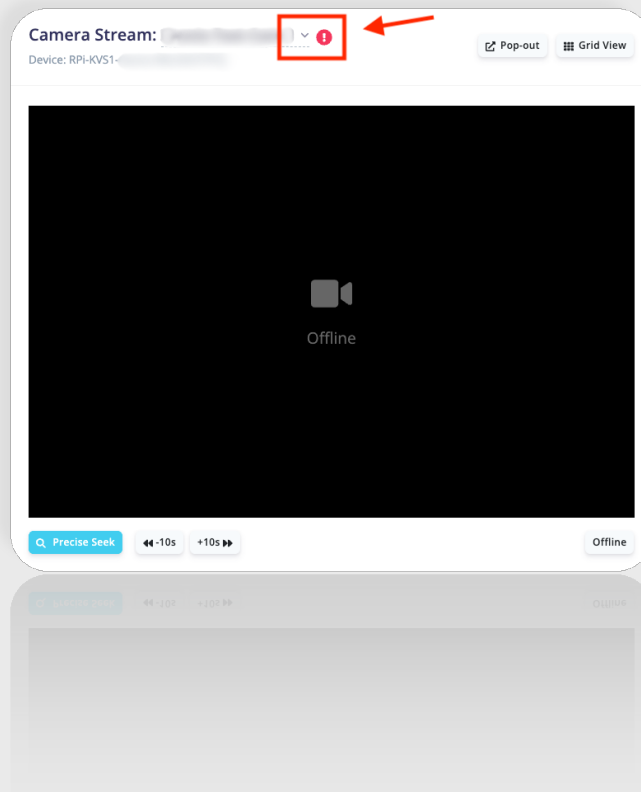
Finally, the **Dashboard** features the Live Grid View section, which displays your camera streams. You can view all integrated cameras in a grid layout or customize the layout as needed.



Clicking the **Edit** button opens options to toggle visibility for all cameras at once, or display individual cameras by selecting their checkbox on the left.



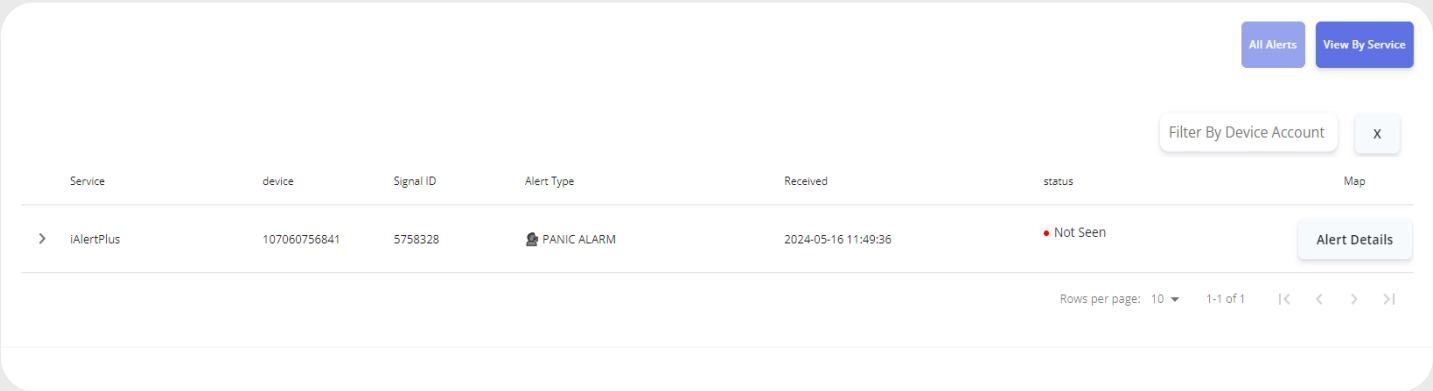
When viewing individual camera streams, use the top arrows to switch between cameras.



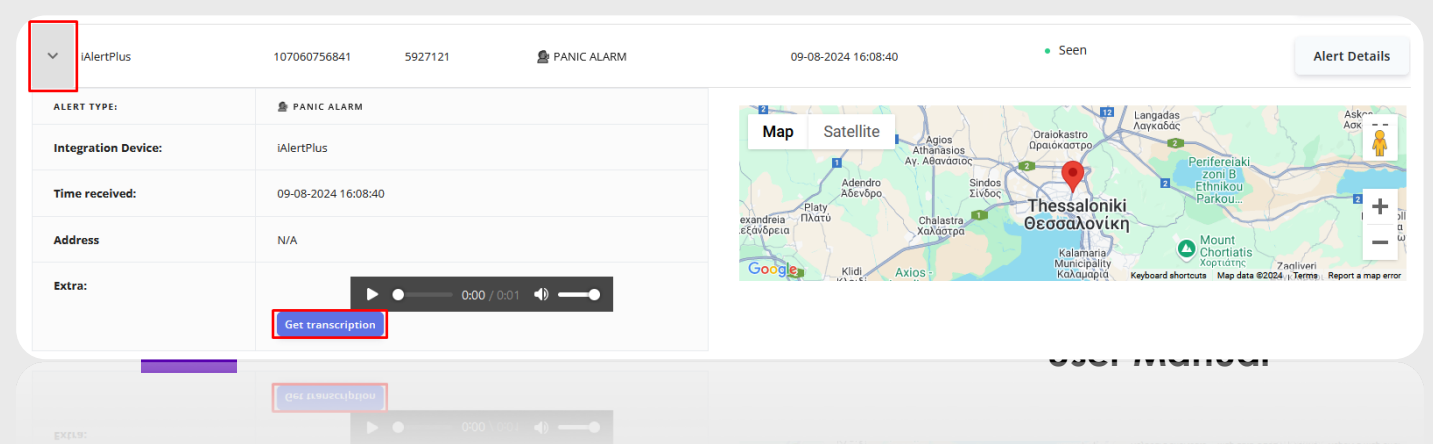
Alerts

The **Alerts** tab is specifically designed to store all of the users' alerts in detail, as mentioned *before* with the necessary fields and a status indication marking it as "Seen / Not Seen". Also, it allows the user to filter them by "Service" or by "Device Account" and customize the length of the current page by selecting the desired rows per page.

Realview NOW – Alerts tab



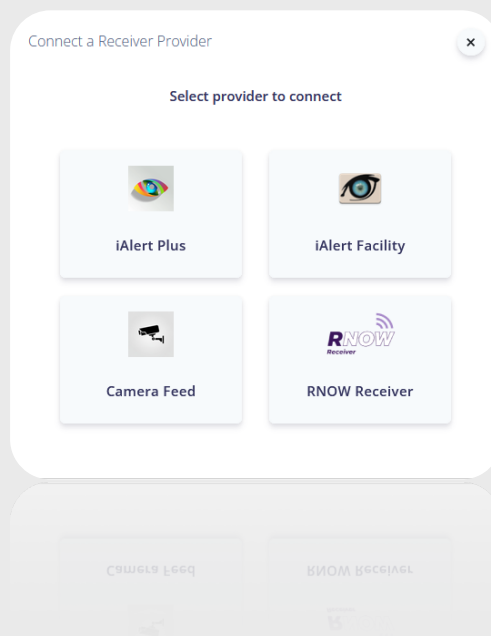
By expanding each alert it marks it as "Seen", and besides the pinpoint location, the user also has the option to get a transcription of the voice message if there is one.



Integrations

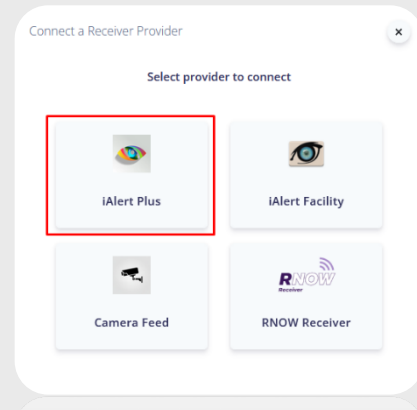
The **Integrations** tab is vital for the functionality of **Realview NOW**, as it allows the user to add his/her **Devices/Receivers**, keeping them grouped in one place. It provides details for each device, such as “Device Account”, “Service”, a status indicator showing if the device is “Active / Not Active” and lastly the datetime of Expiration for the PIN.

Realview NOW – All Integrations



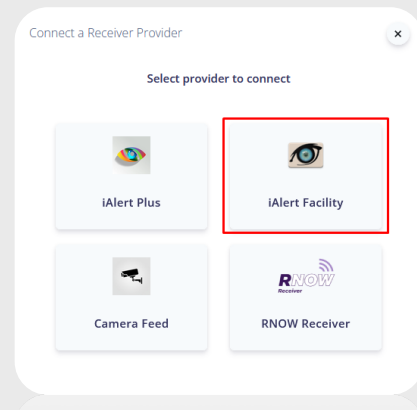
iAlertPlus

To integrate an iAlertPlus device the user needs to enter the correct PIN and PASSWORD that he/she received via email after the purchase from our eshop.



iAlertFacility

To integrate an iAlertFacility device the user needs to enter the correct PIN and PASSWORD that he/she received via email after the purchase from our eshop.



Camera Feed

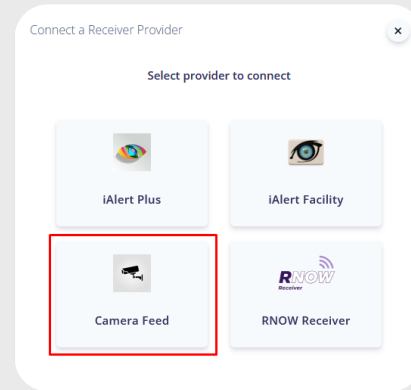
Before you begin, ensure that these are available:

- An SD card and an SD card reader connected to your computer.
- Raspberry Pi Imager (the installer for Windows or the equivalent for macOS / Linux).
- The PIN & PASSWORD of the Raspberry Pi and the PIN & PASSWORD of the cameras, which are sent via email after purchasing a subscription from our eShop.

- A suitable USB-C power cable for the Raspberry Pi.
- The local IP addresses of your cameras (available in the camera settings or in your router's management panel).

Step 1 – Controller Integration

To integrate a Camera Feed device the user needs to enter the correct controller PIN and PASSWORD that he/she received via email after the purchase from our eshop.



•

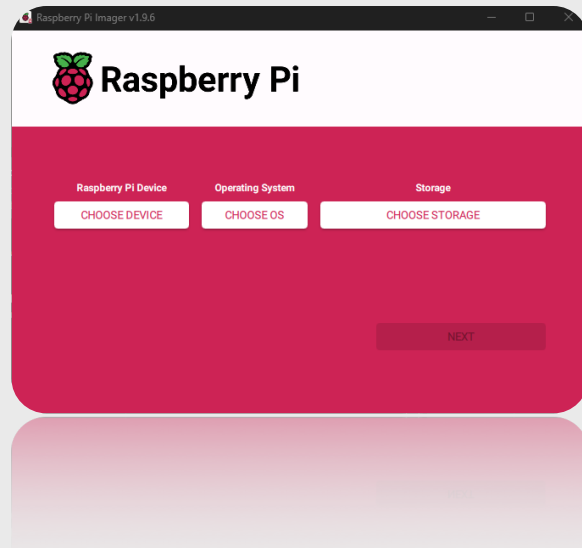
Step 2 – Software Download

The user must download the latest software version for the Raspberry Pi from the URL provided in the email.

Note: The file is approximately 2.6 GB. Make sure you have enough disk space and a stable internet connection before starting the download.

Step 3 – Write the software in the SD card

Open Raspberry Pi Imager.
Under **Raspberry Pi Device**, select your **Raspberry Pi model**.
Under **Operating System**, choose the last option called **Use custom** and locate the file you **downloaded** via the URL provided in the email. Finally, under **Storage**, select the **SD card** connected to your computer via the card reader as the target and click **Write**. Wait until the Writing and Verification processes are completed.



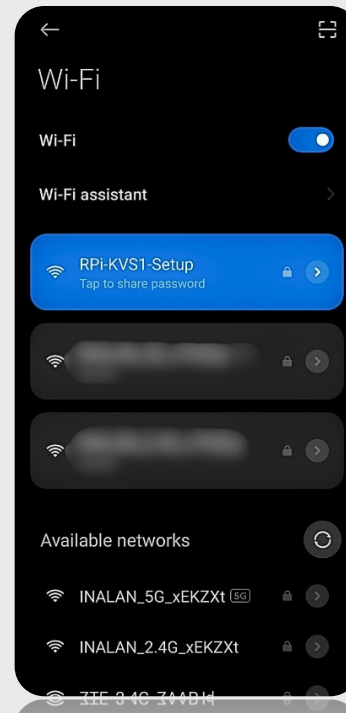
Step 4 – Raspberry Pi boot

Once the process from Step 3 is complete, insert the SD card into the Raspberry Pi, connect the power cable, and turn on the device. Wait approximately 60–90 seconds for the boot process to finish.

Step 5 – Connect to the Raspberry Pi Hotspot

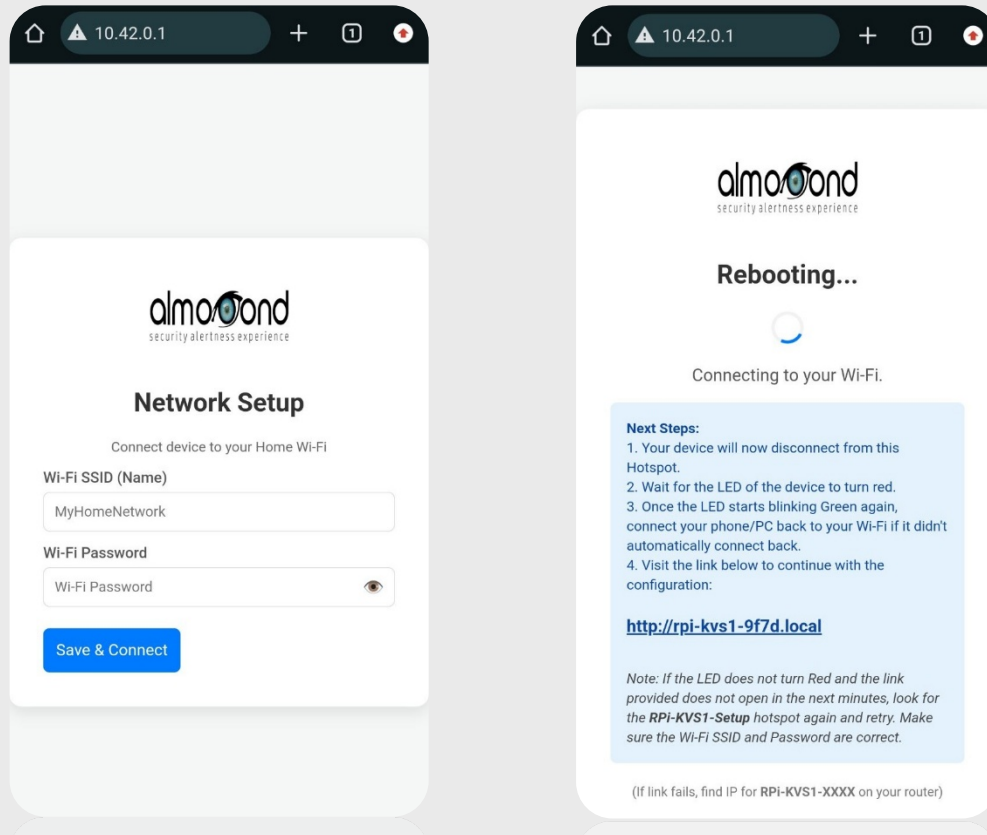
Turn on Wi-Fi on your phone or computer and look for the new hotspot created by the Raspberry Pi. Connect using the password:

alm-adm1n



Step 6 – Configure Wi-Fi via Hotspot

After connecting to the hotspot, open a browser and go to **10.42.0.1**. Enter the SSID and password of your local Wi-Fi network so the device can connect to the internet.

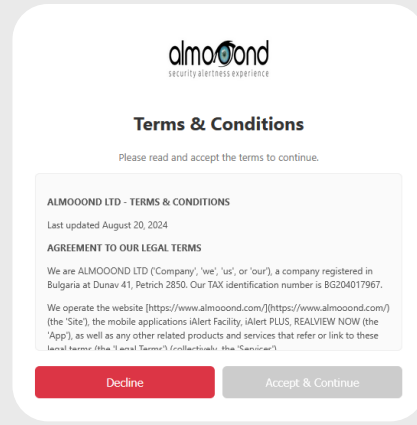


After submitting, you will see a reboot message as the device connects to Wi-Fi. Follow the steps shown on the screen:

- Your device will disconnect from the hotspot.
- Wait until the device LED turns red.
- When the LED starts blinking green, reconnect your phone or computer to your Wi-Fi network if it didn't reconnect automatically.
- Visit the link shown on the screen (**http://rpi-kvs1-XXXX.local**) to continue.

Step 7 – Accept Terms and Conditions

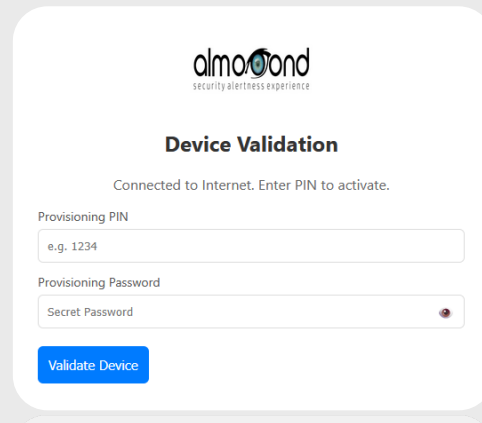
Open the local URL from Step 6 in your browser. Read the Terms and Conditions and click **Accept & Continue** to continue.



The screenshot shows the 'Terms & Conditions' screen for Almoond. At the top is the Almoond logo with the tagline 'security alertness experience'. Below the logo, the title 'Terms & Conditions' is displayed, followed by the instruction 'Please read and accept the terms to continue.' A scrollable box contains the following text: 'ALMOOOND LTD - TERMS & CONDITIONS', 'Last updated August 20, 2024', 'AGREEMENT TO OUR LEGAL TERMS', 'We are ALMOOOND LTD (\'Company\', \'we\', \'us\', or \'our\'), a company registered in Bulgaria at Dunav 41, Petrich 2850. Our TAX identification number is BG204017967.', and 'We operate the website [https://www.almoond.com/]([https://www.almoond.com/]) (the \'Site\'), the mobile applications iAlert Facility, iAlert PLUS, REALVIEW NOW (the \'App\'), as well as any other related products and services that refer or link to these [same terms] (the \'Legal Terms\') ([collaborative] the \'Services\')'. At the bottom are two buttons: a red 'Decline' button and a grey 'Accept & Continue' button.

Step 8 – Raspberry Pi Verification

Enter the **PIN** and **PASSWORD** of your Raspberry Pi (sent via email after purchasing your subscription). This allows the device to complete the verification check and register with the AWS Greengrass infrastructure.

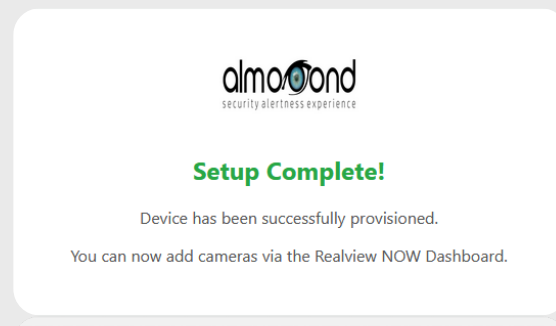


The screenshot shows the 'Device Validation' screen for Almoond. At the top is the Almoond logo with the tagline 'security alertness experience'. Below the logo, the title 'Device Validation' is displayed, followed by the instruction 'Connected to Internet. Enter PIN to activate.' There are two input fields: 'Provisioning PIN' with a placeholder 'e.g. 1234' and 'Provisioning Password' with a placeholder 'Secret Password'. A blue 'Validate Device' button is at the bottom.

Step 9 – Setup Complete

Once your credentials are verified, the device will configure itself automatically.

A confirmation message will appear:



The screenshot shows the 'Setup Complete' screen for Almoond. At the top is the Almoond logo with the tagline 'security alertness experience'. Below the logo, the title 'Setup Complete!' is displayed in green. Below the title, the text 'Device has been successfully provisioned.' is shown, followed by 'You can now add cameras via the Realview NOW Dashboard.'

Step 10 – Camera Integration

After successfully integrating the Raspberry Pi, you will be able to see it in the Integrations table with the status “**Connected with 0 cameras**” and an **Edit** button.

The screenshot shows a table titled "Your devices (3/30)". At the top right, there is a close button (X) and an "Add Device/Receiver" button. Below the title is a progress bar for "Important Alerts Capacity". The table has columns: #, DEVICE ACCOUNT, SERVICE, STATUS, EXPIRES, and ALERTS MAP. There are three rows of devices. The third row, with device ID RPIKVS1, has a status of "ACTIVE" and a note "Connected with 0 cameras". The "Edit" button next to this note is highlighted with a red box.

#	DEVICE ACCOUNT	SERVICE	STATUS	EXPIRES	ALERTS MAP
1		IAntFacility	ACTIVE	None	is sharing this device with you Latest alerts
2		IAntFacility	ACTIVE	None	Sharing with 1 user Edit Latest alerts
3		RPIKVS1	ACTIVE	None	Connected with 0 cameras Edit Latest alerts

By clicking the **Edit** button, the following window will appear. Clicking the **+ Add Camera** button opens the form with the required fields to add a camera.

The screenshot shows a modal window titled "Cameras connected with device: R6UGKSTPFQ". It contains the text "No streams found". At the bottom, there is a "Close" button and a "+ Add Camera (0/10)" button, which is highlighted with a red box.

Step 11 – Add Camera Form

Fill in the required fields for your camera, including the local IP, PIN, and PASSWORD (both from your email). Click Submit when finished.

Add Camera
Connect a new camera to device: R6UGK5TPFQ

Camera PIN
ABCD1234

Camera Password
ABCD1234

Stream Name
Back-Door
⚠ The stream name cannot be changed after creation.

Company
e.g. Almoond

Hardware Username
admin

Hardware Password
Your cameras password

Camera IP
192.168.X.X

Camera Brand -- Select Brand --

☐ Stream Audio

Close

Submit

Note Choose the stream name carefully, as it cannot be changed after submission.

After submitting the details, the camera will now appear as connected to your Raspberry Pi.

Cameras connected with device: R6UGK5TPFQ

CYCX6QVP44 (Test Camera 1)

Share

Close

+ Add Camera (1/10)

Using the **Share** button, you can share a camera's stream with another **Realview NOW** user by entering their email in the corresponding field.

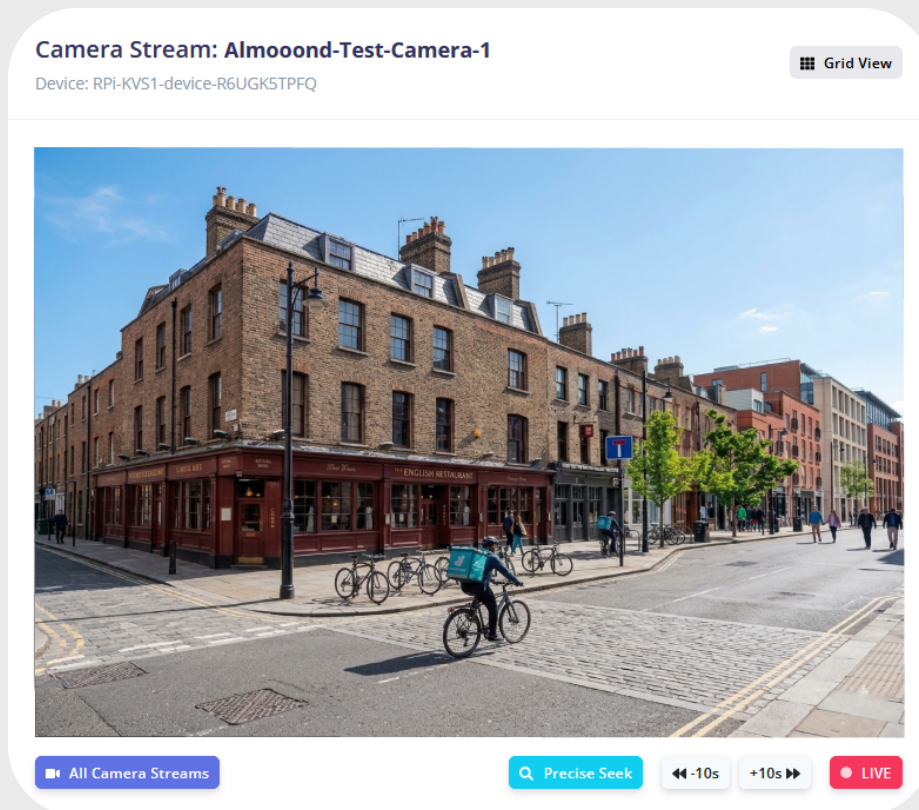
Share Camera
Sharing: CYX6QVP44 (Test Camera 1)
Recipient Email

CancelSend Invite

Step 12 – Watch Stream

Go to the **Realview NOW Dashboard**. Within a few minutes, your camera's stream will appear, allowing you to watch in real time.

i Info If the stream does not appear after 5 minutes, verify that the camera's IP address entered in Step 11 and that the camera is active and accessible on your local network.



Your devices Add Device/Receiver

#	DEVICE ACCOUNT	SERVICE	STATUS	EXPIRES	ALERTS MAP
1	21001	iAlertFacility	ACTIVE	None	Latest alerts
2	107060756841	iAlertPlus	ACTIVE	2025-05-16 08:25:03	Latest alerts
3	103080326841	iAlertPlus	ACTIVE	2025-05-16 08:25:03	Latest alerts

The user can also mark a device as favorite, by clicking the star icon. This will bring the selected alerts of the favorite device in the *Important Alerts* table in the **Dashboard**, making them easier to monitor.

Manage Alert Presets

Select Service: iAlertFacility

Create New Preset — iAlertFacility

Preset Name

☐ SELECT ALL Search...

	CODE ▲	DESCRIPTION	TYPE	PROTOCOL
☐	2	MEDICAL ALARM	ALARM	IAF
☐	3	FIRE ALARM	ALARM	IAF
☐	19	TEST	TEST SIGNAL	IAF
☐	20	READ QR CODE	READ	IAF
☐	21	PANIC ALARM	ALARM	IAF
☐	22	MANDOWN	ALARM	IAF
☐	24	PHOTO	CAMERA	IAF

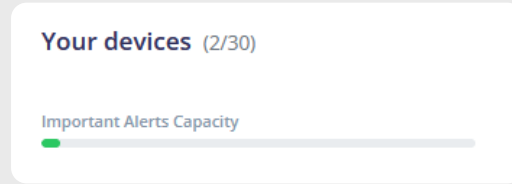
Storage: 168 / 4000 bytes

Cancel Save

Editing a preset will update all devices using it. close

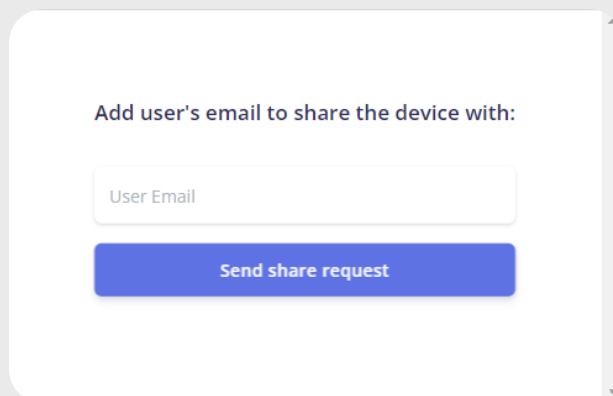
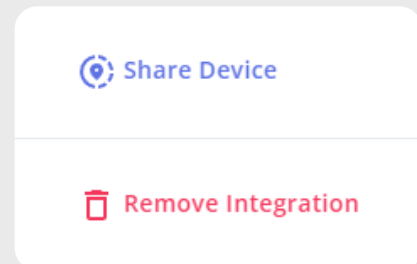
The **Important Alerts Capacity** indicator provides a visual representation of the current number of important alerts in relation to the maximum allowed threshold. To

ensure optimal performance and avoid exceeding this limit, presets can be utilized to control and filter which alerts are marked as important. By properly configuring these presets, the total number of important alerts can be maintained within the defined capacity.



By clicking the 3 dots the user has two options:

- Share Device
- Remove Integration



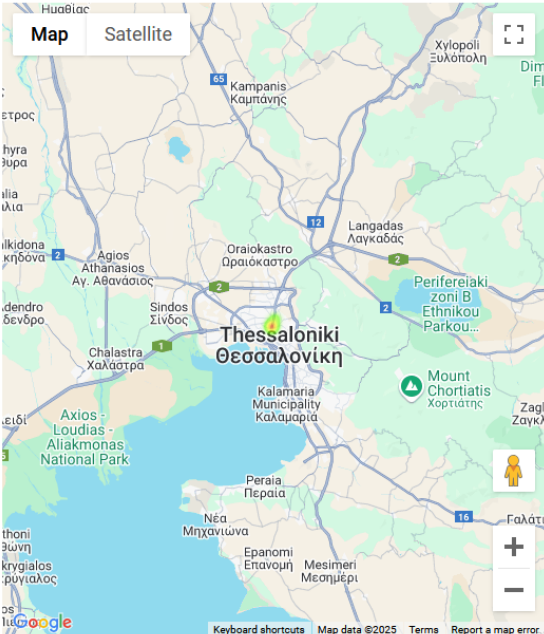
If the user wants to share the device, he/she needs to provide the Email of the recipient's user and click on the "Send share request" button.

By clicking the “Latest Alerts” button, the user can get a heatmap for the latest alerts of each device, as well as the “ID”, “Code” and the datetime of when the alert was received.

Realview NOW – Latest Alerts

Latest Alerts from this Device Account

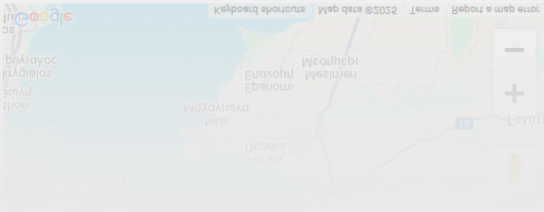
MapSatellite



Signal ID	Alert Type	Received
6193262	PANIC ALARM	18-12-2024 10:49:36
6172706	FIRE ALARM	09-12-2024 13:40:33
6172695	FIRE ALARM	09-12-2024 13:29:07
6163314	FIRE ALARM	05-12-2024 13:17:25
6054928	FIRE ALARM	15-10-2024 19:28:20
6054927	PANIC ALARM	15-10-2024 19:28:14
6054847	PANIC ALARM	15-10-2024 17:28:54

Rows per page: 101-7 of 112

MapSatellite



6024841	PANIC ALARM	12-10-2024 13:38:24
6024841	PANIC ALARM	12-10-2024 13:38:14

Reports

The **Reports** tab is responsible for creating a report in 3 simple steps:

Step 1 – Select Devices

The user can select one or multiple of his/her devices, by ticking the check box to include it in the report, and then click “Next”.

Realview NOW – Creating a Report / Step 1

Select the devices you want to include in the report:

☐	DEVICE ACCOUNT	SERVICE
☒	21001	iAlertFacility
☐	107060756841	iAlertPlus

Rows per page: 10 ▾ 1-2 of 2 |< < > >|

Back Next

Step 2 – Select Type

In this step the user is presented with a list of the devices that were chosen, and the options to select the type of report that he/she wants to create for a specific date and time. After that, clicking “Next” will lead the user to the third and final step. The appearance and functionality of the date and time input fields may vary slightly based on the browser being used. This variation is due to browser-specific design and behavior, but the functionality remains consistent across all supported platforms.

Realview NOW – Creating a Report / Step 2

You have Selected the following devices:

DEVICE ACCOUNT:	SERVICE:
21001	iAlertFacility

Select the type of report you want to create:

iAlertFacility

☐ Attendance Image

☒ iAlert Facility Signals

☐ Patrol Map

From:

01 / 02 / 2025

09 : 41 AM

To:

01 / 03 / 2025

09 : 41 AM

Back **Next**

Step 3 – Export

All that’s left for the final step is to **download** the report. The report is saved as a “.csv” or “.pdf” file locally to the users’ PC.

Your report is ready!

Report Preview

SERVICE	ALERT TYPE	DEVICE	DATETIME	SIGNAL ID
iAlertFacility	FIRE ALARM	21001	15-10-2024 19:28:20	6054928
iAlertFacility	PANIC ALARM	21001	15-10-2024 19:28:14	6054927
iAlertFacility	PANIC ALARM	21001	15-10-2024 17:28:54	6054847
iAlertFacility	PANIC ALARM	21001	15-10-2024 14:22:29	6054759
iAlertFacility	PANIC ALARM	21001	12-09-2024 12:18:17	5992158

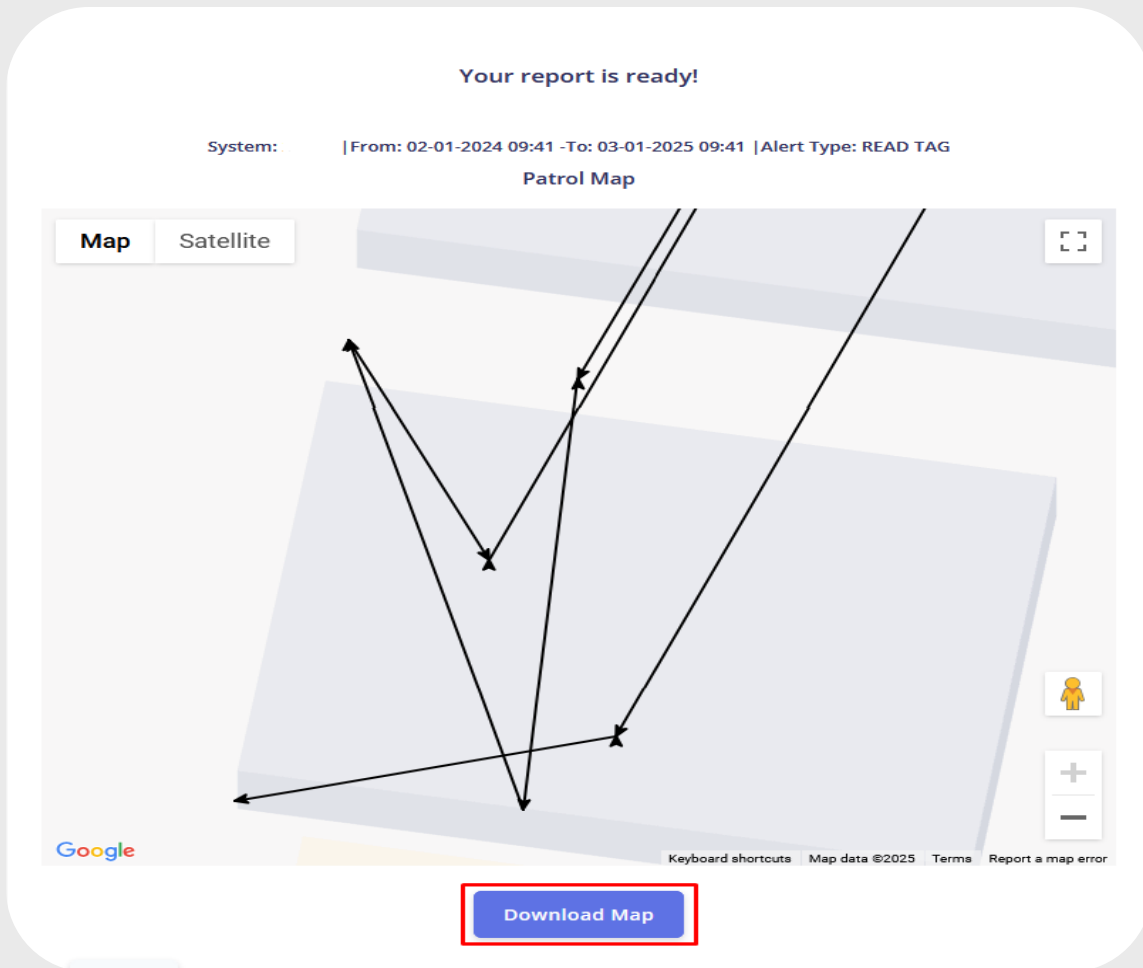
Download Report XLS

Download Report PDF

Download Report XLS

Download Report PDF

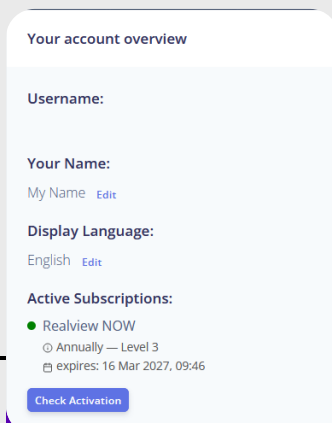
Or if the selected report type is a Patrol Map, the user can download it by clicking the **Download Map** button.



Profile

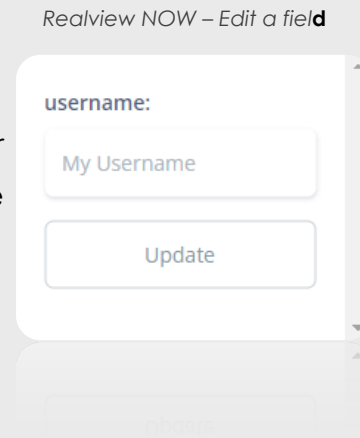
The profile tab gives the user the ability to edit basic information of the account. It consists of three cards, the **Account Overview**, the **Profile Image** and the info **About** our company.

Realview NOW – Account Overview



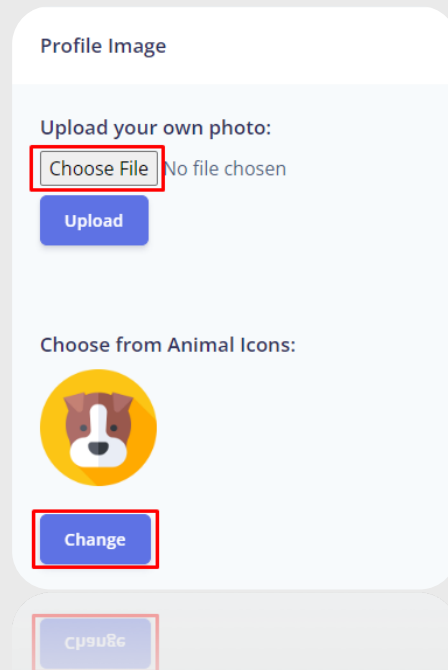
In the Account Overview card, the user can see the **Username** and current **Active Subscription**. The user can also edit the **Name** and **Display Language** by clicking the corresponding "Edit" button.

The user then types the new **Name** for example and clicks on “Update”, to save the change.



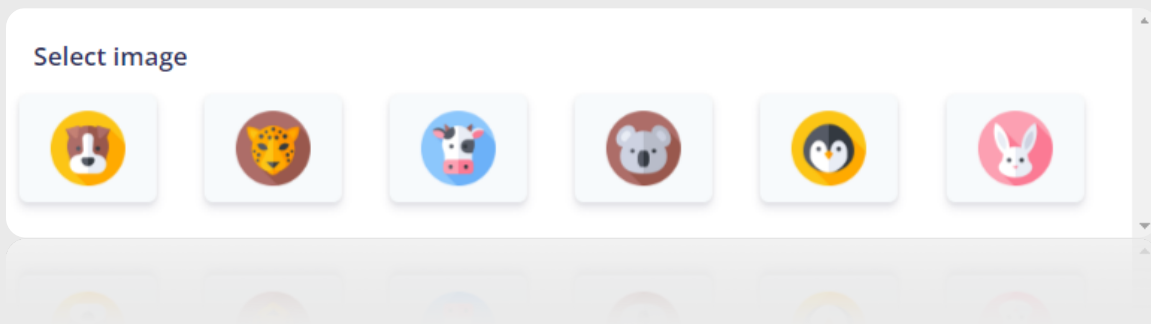
The procedure of editing the Display Language is the same as the one the user did after finishing the account setup.

For the profile image, the user has an option to either upload a custom one from his/her device or PC, by clicking the “Choose File” button, finding and selecting the desired image and then clicking on the “Upload” button to save the change,

Realview NOW – Profile Image

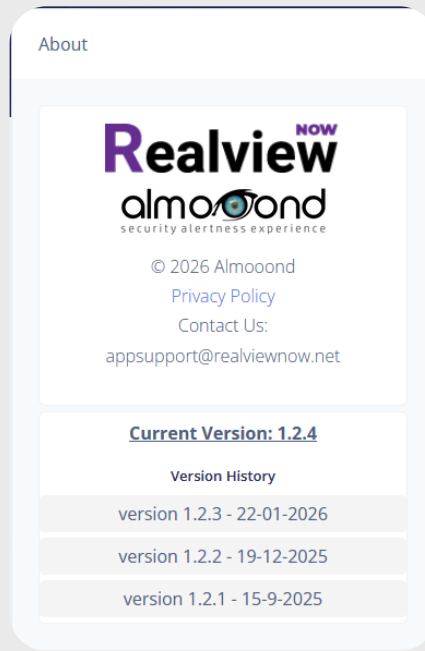
The screenshot shows a 'Profile Image' selection window. It has two main sections. The first section, 'Upload your own photo:', contains a 'Choose File' button (highlighted with a red box) and an 'Upload' button. The second section, 'Choose from Animal Icons:', shows a circular icon of a dog's face and a 'Change' button (also highlighted with a red box). Below this window, a faint reflection of the same interface is visible.

Or to choose one from the existing Animal Icons, by clicking the “Change” button and then selecting the desired one.

Realview NOW – Animal Icons

The **About** card has a detailed view of our **Privacy Policy**, the current version and version history of **Realview NOW**, as well as a contact Email. For more information about contacting us, please see the **Support** section.

Realview NOW – About



Current Version: 1.2.4

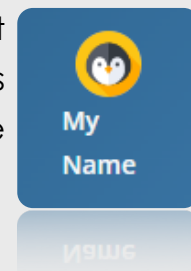
Version History

version 1.2.3 - 22-01-2026

version 1.2.2 - 19-12-2025

version 1.2.1 - 15-9-2025

Realview NOW – Profile Icon



Lastly, the **Profile** icon is always visible on the top right corner of each tab, and when clicked, a menu appears which gives the user the ability to navigate to the profile section or to “Log out” from the account.

Settings

The settings tab consists of four cards, **Onboarding Tutorial**, **Change Password**, **Request Data** and **Delete Account**.

Realview NOW – Restart Tutorial

Onboarding Tutorial:

Re-Start Tutorial

From the **Onboarding Tutorial** card, the user can click on “Re-Start Tutorial” button to go through the tutorial that was mentioned previously.

Realview NOW – Change Password

Change Password:

Password Reset Request

From the **Change Password** card, the user can click on “Password Reset Request” button to change the log in password for the account.

Realview NOW – Request Data

Request Data:

We will send you all the data that our systems have that are corresponding to your account

Request Data

From the **Request Data** card, the user can click on “Request Data” button to make a request to receive all the data that our systems have that are corresponding to the users’ account via Email.

Realview NOW – Delete Account

Delete Account:

Your account will be deleted

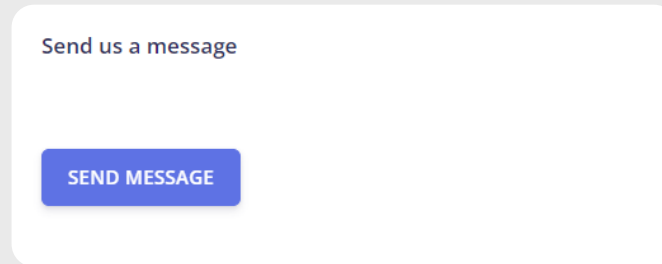
Delete Account

From the **Delete Account** card, the user can click on “Delete Account” button to delete his/her account from our systems. This operation is irreversible.

Support

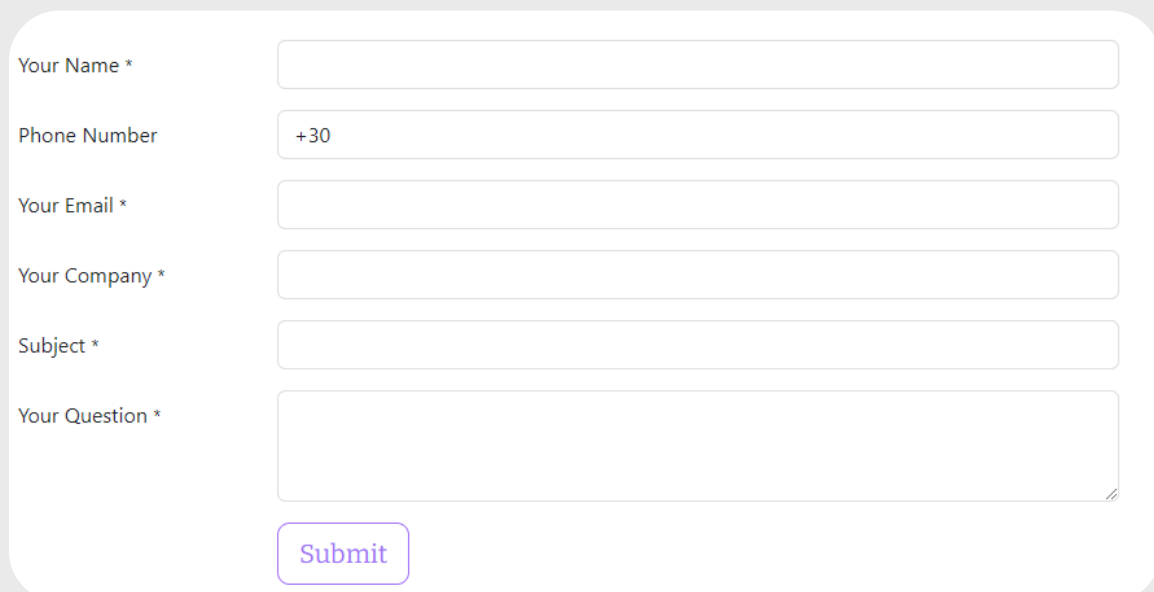
In the support tab the user can contact us about anything related to our company or services, by clicking the “Send Message” button,

Realview NOW – Send us a message

A white rectangular button with rounded corners and a subtle drop shadow. The text "Send us a message" is written in a dark blue font at the top. Below it, a blue rectangular button with rounded corners and a white border contains the text "SEND MESSAGE" in white, uppercase letters.

Which leads the user to a form where he/she can ask us a question after filling in all the necessary information and then clicking “Submit”.

Realview NOW – Contact us form

A white form with rounded corners and a subtle drop shadow. It contains several input fields: "Your Name *" (text), "Phone Number" (text with a "+30" placeholder), "Your Email *" (text), "Your Company *" (text), "Subject *" (text), and "Your Question *" (text area). A blue "Submit" button is located at the bottom right of the form.

It is recommended that the user first check the Frequently Asked Questions before contacting support. If a question is relevant to theirs, an answer can be provided directly by clicking the down arrow.

Realview NOW – FAQ

Frequently Asked Questions

What is the purpose of this app?



What is the Dashboard?



What are the Alerts?



What are the Integrations?



What are the Reports?



What are the Reports?



What are the Integrations?



Thank you!