



BEST PRACTICES: CREATING OVRC HOME USERS

CONTACTING TECH SUPPORT

Phone: 866.838.5052 704.909.5229

Email: TechSupport@SnapAV.com

WHY?

Creating a User account gives the homeowner access to OvrC Home for control of selected devices.

Getting Started

1. Navigate to **Client Services**.
2. Select the **Users** tab.
3. Select **Add User**.

The screenshot shows the web interface for Ovrc Home. At the top, there is a navigation menu with 'DASHBOARD', 'DEVICES', 'SITE SETTINGS', and 'CLIENT SERVICES'. A blue arrow points to 'CLIENT SERVICES'. Below this, the page title is 'Client Services | Users'. Underneath, there is a sub-menu with 'COMMANDS', 'NETWORK CONTROLS', and 'USERS'. A blue arrow points to 'USERS'. The main content area shows a table with columns 'ACCESS' and 'USER', and buttons 'EDIT' and 'DELETE'. The table is empty, and a message says 'No users exist for this customer. Please add a user to continue.' Below the table, there is a blue 'Add User' button with a blue arrow pointing to it. To the right of the main content area, there is a smartphone displaying the Ovrc Home mobile app interface, which shows a 'Profile Layout Simulation' of a house with the Ovrc Home logo overlaid.

Create a User Account

1. Enter all client information on the **Add User** screen, including a **User Name**, **Email Address**, and an easy to remember **Password** for the homeowner.
2. Click **Send Invitation** once all fields are completed.

Add User

Customer

Please enter the information below to create a new user. Once created, the user will receive a welcome email with instructions to download the OvrC Home app. The user will display in pending status until they accept the Terms of Service.

Please provide these credentials to the user.

User Name

Example User

User Email

example@example.com

Password

password

Confirm Password

password

Cancel

Send Invitation

Confirm Account

1. The client must download the **OvrC Home** app on their iOS or Android device to receive the invitation.
2. The homeowner can log in to the **OvrC Home** app on their device using the credential created on the **Add User** Screen.

Note: If **Pending** appears next to an account, the homeowner has not yet logged in, while **Enabled** means that the homeowner has signed in to OvrC Home.

DASHBOARD

DEVICES

SITE SETTINGS

CLIENT SERVICES

Client Services | Users

COMMANDS

NETWORK CONTROLS

USERS

ACTIVITY

Users

ACCESS

USER

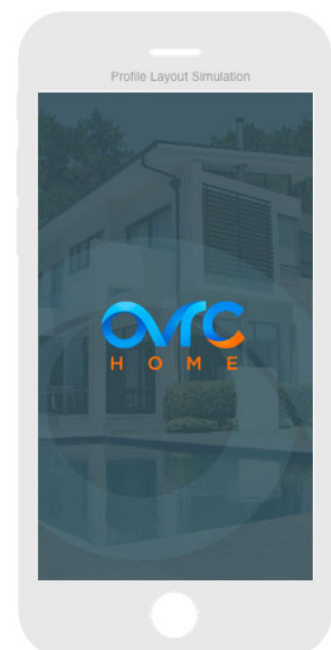
EDIT

DELETE



ENABLED

Example User
example



Add User