

Ultimate guide to your CitNOW dashboard



The CitNOW dashboard is the best way to measure productivity, video stats and team performance. Check on customer video ratings, view real time results, and export reports - all through one fully integrated interface.

Step

1

To begin, [log into your dashboard](#).

Step

2

Click on **Overview** for a snapshot of video engagement, staff performance, and average video rating.

Step

3

Navigate to **Video Library** for your list of recorded videos, their status, and how many times they've been watched.

Step

4

Click on a video to view more detailed stats - including staff and customer interaction.

Become a reporting pro

Follow these steps to start building quality reports, directly from your CitNOW dashboard.

- 1 Navigate to the **Reporting** tab in the sidebar to begin building your site and group reports.
- 2 Choose the date range for your report, for example 7 days or 30 days - or select specific dates.
- 3 Select an app, then choose a report type - for example Videos Created, or Videos Rated. You'll receive your report via email once generated.

Did you know?

You can set up bulletins to receive frequent reports with a snapshot count of the videos created, sent and watched.

Contact us today to activate.

Tools for managers

Handy dashboard features to make managing your video solution a breeze.

Manage your team

Add team members, edit users, and change passwords through **Configuration > Manage Users**.

Register a device

Download your license key to a device by scanning the QR code displayed under the **QR Code** tab.

Raise a ticket

Navigating to the **Support** tab > **Request Help** is the easiest way to log an issue with our support team.

Train your team

Explore our range of handy guides via **Academy > eLearning**, perfect for new starters getting up to speed.