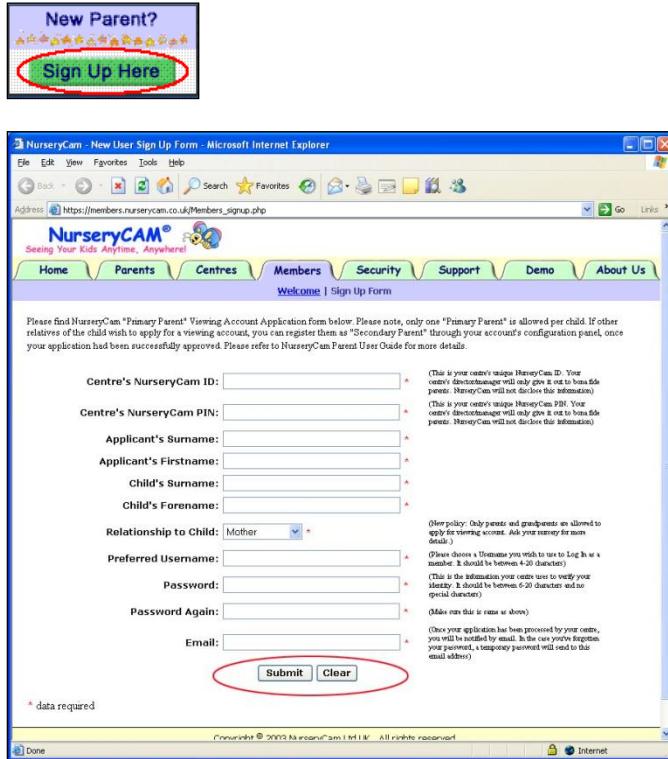


## 1.0 How to Sign Up a Viewing Account?

**NOTE:** Only Primary Parent of a registered child at your nursery can sign up here. After being approved by your nursery for a viewing account, Primary Parent can then apply for viewing accounts for Secondary Users."

- 1.1 Using Internet Explorer, go to [www.nurserycam.co.uk](http://www.nurserycam.co.uk)
- 1.2 Click "SIGN UP HERE"



The screenshot shows the 'NurseryCam - New User Sign Up Form - Microsoft Internet Explorer' window. At the top, there is a 'New Parent?' button with a red circle around the 'Sign Up Here' button. Below this, the main form fields are displayed:

- Centre's NurseryCam ID:
- Centre's NurseryCam PIN:
- Applicant's Surname:
- Applicant's Forename:
- Child's Surname:
- Child's Forename:
- Relationship to Child:
- Preferred Username:
- Password:
- Password Again:
- Email:

At the bottom of the form, there are 'Submit' and 'Clear' buttons, with the 'Submit' button also circled in red.

- 1.3 Fill in details:

- 1.3.1

Centre's NurseryCam ID:	<b>brightlittlestars888</b>
Centre's NurseryCam PIN:	<b>dove20close</b>

- 1.3.2 Applicant's Surname: your surname
- 1.3.3 Applicant's Forename: your firstname
- 1.3.4 Child's Surname: your child's surname
- 1.3.5 Child's Forename: your child's middle name of your child (Sometimes, there may be other children in the same nursery having the same first name and surname as your child. To avoid confusion when this happens, your nursery manager will advise whether you would need to enter the middle name of your child)
- 1.3.6 Relationship to Child: select from drop down list
- 1.3.7 Preferred Username: between 6-9 characters (A-Z only, no other symbols or numbers allowed)
- 1.3.8 Password: between 6-9 characters (A-Z and numbers only, no other symbols allowed)
- 1.3.9 Email: your email address (Once your application has been processed by your nursery, you will be notified by email. In the case when you forget your Password, a temporally Password will be sent to this email address.)
- 1.3.10 Click "SUBMIT" to submit **OR** click "**CLEAR**" to clear all the keyed in details

## 2.0 How to Log In?

**NOTE:** When your application for a viewing account has been approved by your nursery, you can start viewing!"

- 2.1 Using Internet Explorer, go to [www.nurserycam.co.uk](http://www.nurserycam.co.uk)
- 2.2 Click "**PARENT LOG IN**"

# Parent User Guide



2.3 Fill in details:



2.3.1 Parent Login: your Username/ ID

2.3.2 Parent Password: your Password

2.3.3 Click "**PARENT LOGIN**"

2.4 Click "**VIEW**" to view your preferred camera



2.5 For the first time viewing, your PC would ask you to install an ActiveX program



2.6 Click "**INSTALL ACTIVEX CONTROL...**"



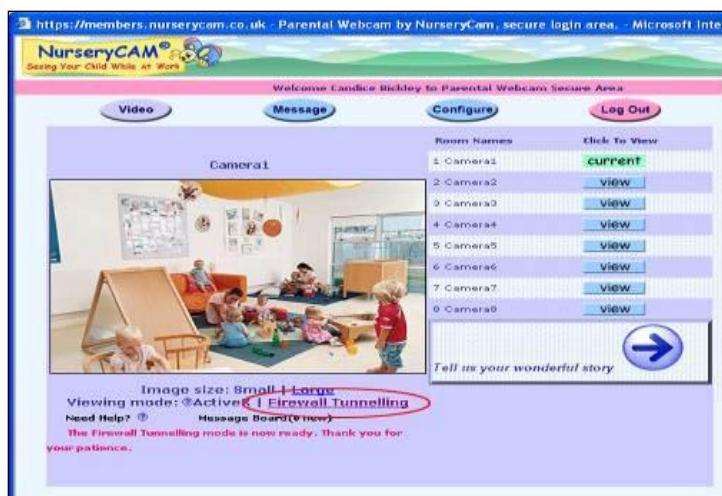
2.7 Click "**INSTALL**" (Note: you will always want to "**Grant Access**" whenever asked by your anti-virus program)



2.8 You can view now

## 3.0 What to Do If PC Has Firewall?

If you still cannot see the images after you have downloaded and installed the ActiveX. Then you may be blocked by a firewall, especially if you are logging in from work. To view, you would simply need to click “Firewall Tunnelling” viewing mood.



## 4.0 How to Add Family Members as Users?

4.1 Once login, click “CONFIGURE”



4.2 Scroll down to the “Add New User” section

**Add New User**

Secondary's Surname:  \*

Secondary's Fristname:  \*

Secondary Username:  \*  
(Please choose a Username you wish to use to Log In as a member. It should be between 4-20 characters)

Secondary Password:  \*  
(This is the information your centre uses to verify your identity. It should be between 6-20 characters and no special characters)

Password Again:  \*  
(Make sure this is same as above)

Secondary's Relationship:  \*

Secondary Email:  \*  
(New policy: Only parents and grandparents are allowed to apply for viewing account. Ask your nursery for more details.)  
(The secondary application notification will be forwarded to this email address. In the case the secondary parent forgot his/her password, a temporary password will send to this email address)

4.3 Fill in details:

4.3.1 Secondary's Surname: secondary user's surname

4.3.2 Applicant's Fristname: secondary user's firstname

4.3.3 Secondary Username: between 6-9 characters (A-Z only, no other symbols or numbers allowed)

4.3.4 Secondary Password: between 6-9 characters (A-Z and numbers only, no other symbols allowed)

4.3.5 Password Again: re-type the password

4.3.6 Secondary Email: secondary user's email address (Once your application has been processed by your nursery, your secondary user will be notified by email. In the case when you forget your Password, a temporally Password will be sent to this email address.)

4.4 Click “**SUBMIT**” to submit OR click “**CANCEL**” to stop

4.5 The names of the secondary users, with their Username and status of access in bracket, will be listed on this Configure page above the “Add New User” section

## 5.0 Forget My Password

5.1 Go to [www.nurserycam.co.uk](http://www.nurserycam.co.uk)

5.2 Click “**FORGOT YOUR PASSWORD?**”



5.3 Fill in all the details that match with the one you have entered during the registration

**FORGOT YOUR PASSWORD?** If you are a NurseryCam account holder and have forgotten your password, please fill in t matches with the one you have entered during registration, a temporary password will send to your email account. Reme password and you are required to change your temporary password immediately after you have logged in again.

Parent's Username:  \*  
(If you cannot remember contact your nursery.)

Parent's Email:  \*  
(This should be the same entered during NurseryCam cannot remember your password.)

Parent's Surname:  \*

Parent's Forename:  \*

Child's Surname:  \*

Child's Forename:  \*

Relationship to Child:  \*

5.4 Click “**SUBMIT**”

5.5 A temporary password will be email to you at the email account which you have pre-registered with NurseryCam

5.6 Log in using the temporary password

5.7 Immediately change the temporary password with a new password (refer to **step 6.0** for details)

## 6.0 How to Change Password?



6.1 Once login, click “**CONFIGURE**”



6.2 Scroll down to the “**Password**” section

Password	
Old Password:	<input type="text"/>
New Password:	<input type="text"/>
Confirm New Password:	<input type="text"/>
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

6.3 Fill in the details:

6.3.1 Old Password: your current password

6.3.2 New Password: your new password

6.3.3 Confirm New Password: re-type the new password

6.4 Click “**UPDATE**” to confirm the changes **OR** click “**CANCEL**” to stop

## Technical Support

If you experience problems while using your viewing account, please check on our support page at [www.nurserycam.co.uk/Support\\_home.htm](http://www.nurserycam.co.uk/Support_home.htm). The FAQs section usually solves 90% of enquiries. However, if you have any further queries, please do not hesitate to contact us at [support@nurserycam.co.uk](mailto:support@nurserycam.co.uk).