

## Parent Info Pack

### What is NurseryCam?

NurseryCam is a secure webcam facility which allows parents to view live video images of their children in day nurseries and pre-schools securely over the Internet. But what is it, really?

In its simplest form, Parental Webcam is a video camera hooked up to the internet in a way that makes the live video viewable via a

secure website. Unobtrusive digital video cameras are fitted in each room of the nursery. In order to convert what the camera sees into something that can be transmitted over the internet, a special device called a 'video server' is used. The cameras are plugged into the video server, and the video server is plugged into a high speed internet connection.

When using a broadband internet connection, parents can expect a refresh rate of up to eight frames per second. A dial-up connection will deliver one frame per second.

And to cater for parents who do not have internet access at work or who are constantly on the move, NurseryCam launched the first-in-the-world **mobile phone viewing**. Parents are able to watch their children playing at their nursery with their colour screen mobile phones.

When authorised parents have successfully logged in, they will see a user-friendly viewing screen that looks like this:



The buttons on the right hand side bring parents to room or rooms where their children learn, play, have fun and sometimes nap. And from here, parents can see your nursery's message board. It provides a wonderful way to help parents stay connected with your centre. Parents will also see the details of their 20 previous login history, an easy way for parents to perform some security check on their own account activity.

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### *NurseryCam is safer than online banking*

Security is our highest priority. As a result, we use the same technologies and processes as online banking and military organisations. In many areas we have even gone few steps further to ensure our system is safer than the on-line banking facilities. It is security to the extreme!

#### Multi-layered Security Protection

**Image Encryption (1)** - The NurseryCam Parental Webcam system is the ONLY nursery webcam system that encrypts every single image before it leaves your nursery. Image encryption prevents anyone from tapping onto the phone line and eavesdrop the images.

**Virtual Private Network 3DES (2)** - VPN is a technology that makes a secure tunnel for the transmission of data. It is usually used by large companies to transmit confidential data from one office to another. While each image is encrypted, this secure tunnel provides an extra security layer.

**Secure Socket Layer 128-bit (3)** - Every parent's login password and all information sent out from the NurseryCam Parental Webcam is encrypted with the military-graded 128-bit SSL protocol.

#### Secure Parent Accounts

**Individual Parent Account (6)** - Each parent has an individual password account. No account sharing is allowed, even between mum and dad. This enables us to closely monitor each account and catch any suspicious activity. Issuing of lost/stolen passwords will be restricted to an automated process.

**Parent login history (7)** - We have developed a proprietary, patent-pending login system where parents can see their last twenty logins including information on login status, location, source and network. Any suspicious activity within their account can be spotted immediately. NurseryCam is proud to have pioneered this innovative security monitoring function - one that is not matched, even by online banking systems.

**Secure Parent Account Application Process (8)** - Every parent has to obtain a secret PIN from their nursery before being able to submit an application through our secure application process. The account is only activated after the application has been **reviewed and approved by the nursery management. In this process, not even the nursery owner knows the parent's account password.**

**Automatic Log-out functions (9)** - To prohibit unauthorised access to the NurseryCam Parental Webcam from an unattended computer, each account automatically stops image updates and has timed log-outs after five minutes.

#### Secure Nursery Control Panel

**Full control over Parent Accounts (10)** - Nursery managers have full control of all parent accounts and cameras. Only the authorised manager can approve, suspend or delete parent accounts.

**Full control over Room and Time Access (11)** - Your nursery will limit individual parent's viewing access to only the room(s) his/her child is in (e.g. Bear Room and garden) and the time his/her child attends the nursery (e.g. Monday and Wednesday afternoons only). Plus, you can limit the maximum viewing time per day.

#### Secure Central Server Protection

**Watchdogs (4)** - Watchdogs are programmed to routinely check all gateways and detect any suspicious activity or multiple failed attempts. If detected, our security staffs are immediately alerted.

**Firewalls (5)** - Firewalls are used to prevent unauthorised internet users from accessing NurseryCam servers. Each message entering or leaving the NurseryCam servers are examined and those that do not meet our specified security criteria are automatically blocked.

**24 Hours Security Monitoring (12)** - Our dedicated monitoring team operates 24/7 to ensure that the highest security standard is maintained at all times. An abused account would be suspended immediately and dealt by our security personnel directly.

#### Centralised Architecture

Most hackers don't crack into the systems by brute force. Banks and military organisations are often vulnerable because their systems involve many people and multiple access points. The NurseryCam central server is built on a simple, proprietary platform where it is protected by layers of security functions which close off all possible loopholes.

For security reasons we would not disclose certain security details on the web. But if you have any questions, please do not hesitate to email our security department at [security@nurserycam.co.uk](mailto:security@nurserycam.co.uk).

