

NX Witness Setup Guide

Note : This guide uses Microsoft Authenticator as an example. You can use any TOTP capable authenticator app to use with NX Witness accounts. If you need help with adding a new 2FA account to your existing authenticator, please contact your internal IT team.

Download Microsoft Authenticator

Install the latest version of the Authenticator app, based on your operating system:

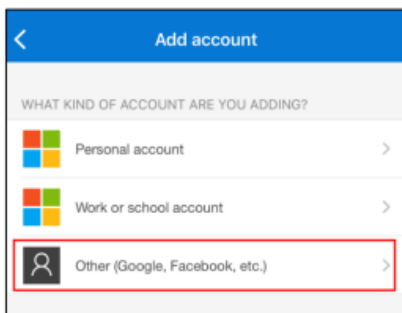
For iPhone & iPad: To download the app, scan below QR code.



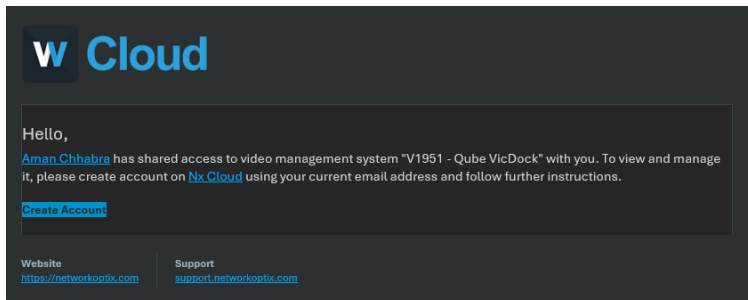
For Android: To download the app, scan below QR code.



Open the Authenticator app on your device and select (+) in the upper right corner and select “Other (Google, Facebook, etc.)”



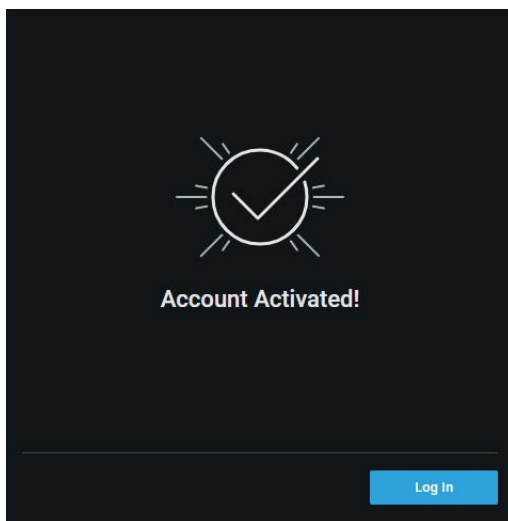
1. Request access to a site / system from Visium Networks Support Team
2. Receive an email from NX Support



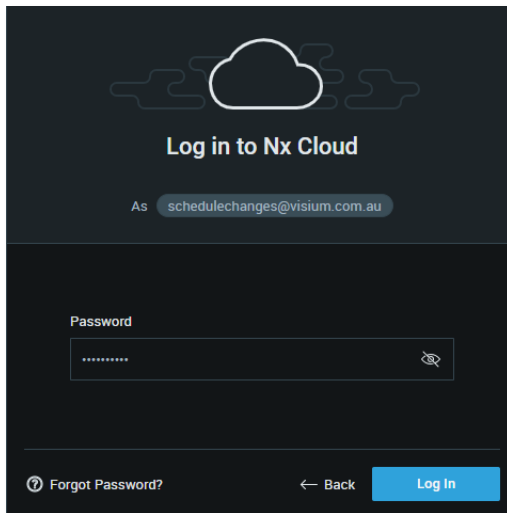
3. Click on "Create Account" from the email and enter your details, set up a password and click on "Create Account +"

The screenshot shows the "Create Nx Cloud Account" registration form. It has a dark background with white text. The form includes the following fields: "Email" (with the value "schedulechanges@visium.com.au"), "First Name" and "Last Name" (two separate input boxes), and "Password" (with a toggle icon for visibility). Below the password field is a checkbox with the text "I agree to the Terms and Conditions and Privacy policy". At the bottom left is a "Log In" link with a plus sign icon, and at the bottom right is a blue button labeled "Create Account +".

4. Click on Login



5. Enter your password.



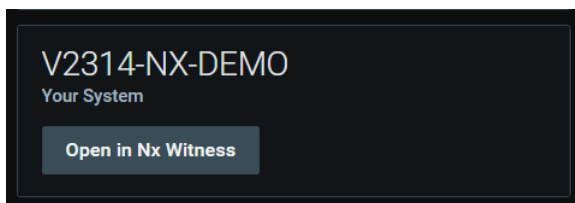
Log in to Nx Cloud

As `schedulechanges@visium.com.au`

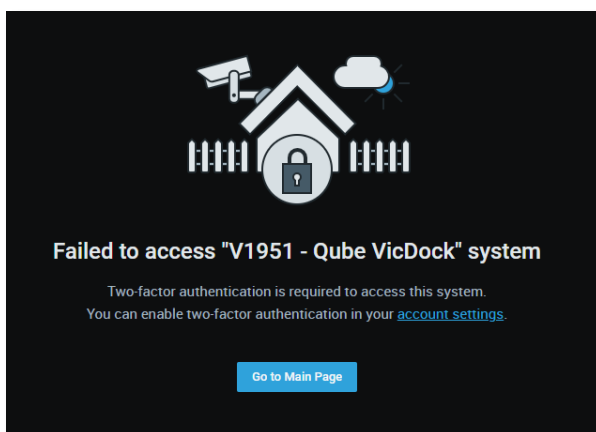
Password

[Forgot Password?](#) [← Back](#) [Log In](#)

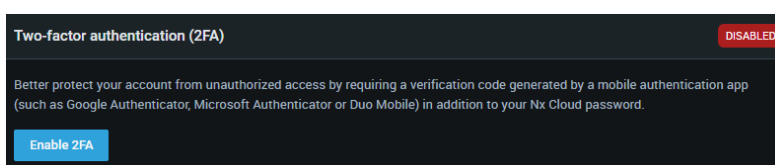
6. Click on your site.



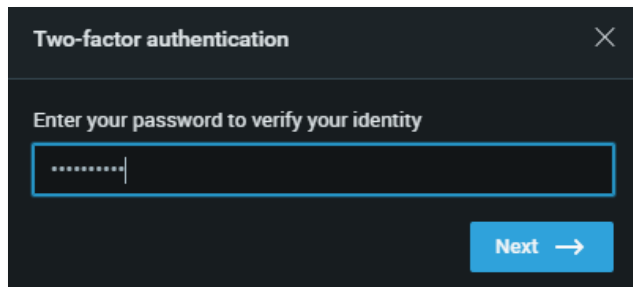
7. Click on "Account Settings"



8. Enable 2FA



9. Enter your password to verify your identity

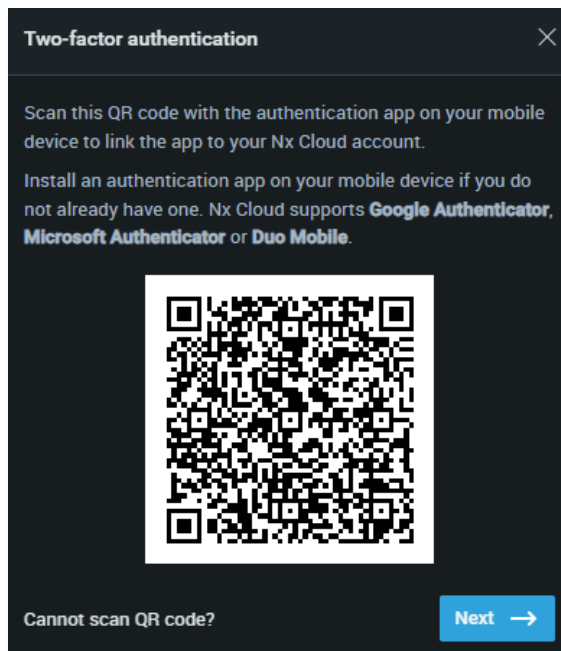


Two-factor authentication

Enter your password to verify your identity

Next →


10. Scan the QR Code using any TOTP capable Authenticator app.



Two-factor authentication

Scan this QR code with the authentication app on your mobile device to link the app to your Nx Cloud account.

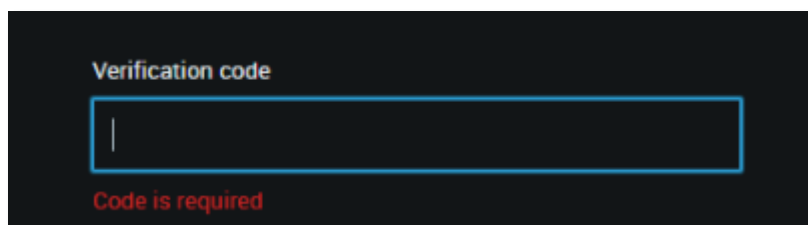
Install an authentication app on your mobile device if you do not already have one. Nx Cloud supports **Google Authenticator**, **Microsoft Authenticator** or **Duo Mobile**.



Cannot scan QR code?

Next →

11. Enter the verification Code from the authenticator app.

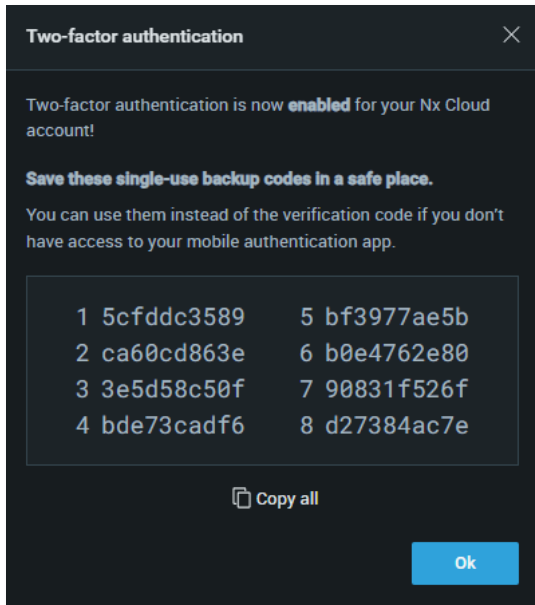


Verification code

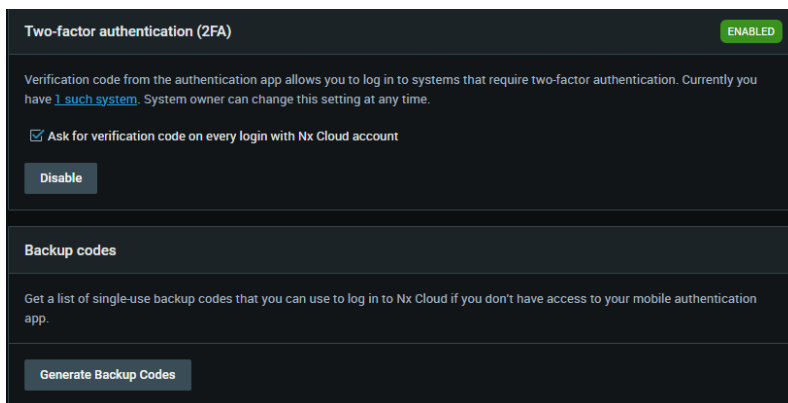
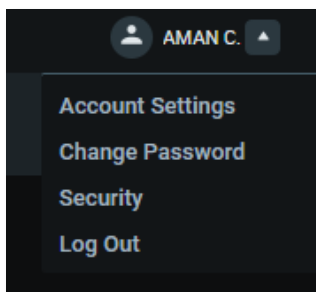
Code is required

After entering the verification code, it shows the backup/ recovery codes as shown in the example below.

IMPORTANT: Please save these codes in a secure offline location, as these are required to setup 2FA if you change phones or change passwords in future.



You can go to "Account settings" > Security to generate backup codes if required



12. Then click on "Systems" on the top left corner.

- a) If you wish to install the NX witness app on the desktop, please click on “open in Nx Witness” and it should prompt you to download. (installation may require your IT System Administrator to allow it)
- b) “View” option lets you view the cameras on the web.

NOTE : Viewing the cameras on the web is not always smooth , you may be missing features that you may require.

