

Electronic Access to Bodycam/Carcam Media

Notes:

- The software vendor recommends using Google Chrome for this application as issues may be experienced using Internet Explorer.
- The email will only reference the HPD Case DR #. This will also be referenced on your invoice for the video fee, and may also be found in any discovery documents ordered.

1) You will receive an email from “availweb@utility.com” notifying you that one of our staff has shared media with your office. Note: Please check your “Junk” mailbox or “Spam” filter. You also may want to add this email address to your trusted senders list in order that you get the link every time. The initial email will look somewhat like this:

Avail - Case Shared - 18-19195 - Henderson NV Police Important Information x

availweb@utility.com via amazonses.com Tue, Mar 5, 4:38 PM

to me

Case Shared

Media Shared

Dwayne Rennels from **Henderson NV Police** has shared a case with you in Avail Web.


Title: 18-19195

To access this media item, click [here](#) or paste the following link in your browser address bar:

https://gov.availweb.net/avail/external/index_xhtml?key=f407ed6d5d6ee4ef5655037c87bd8ed690a66e46f6ed520e8ad7d772853258ef

Each time you access this link you will be emailed a time sensitive code to verify your identity.

This link is only valid for your email address and will not work unless your unique access code is entered.

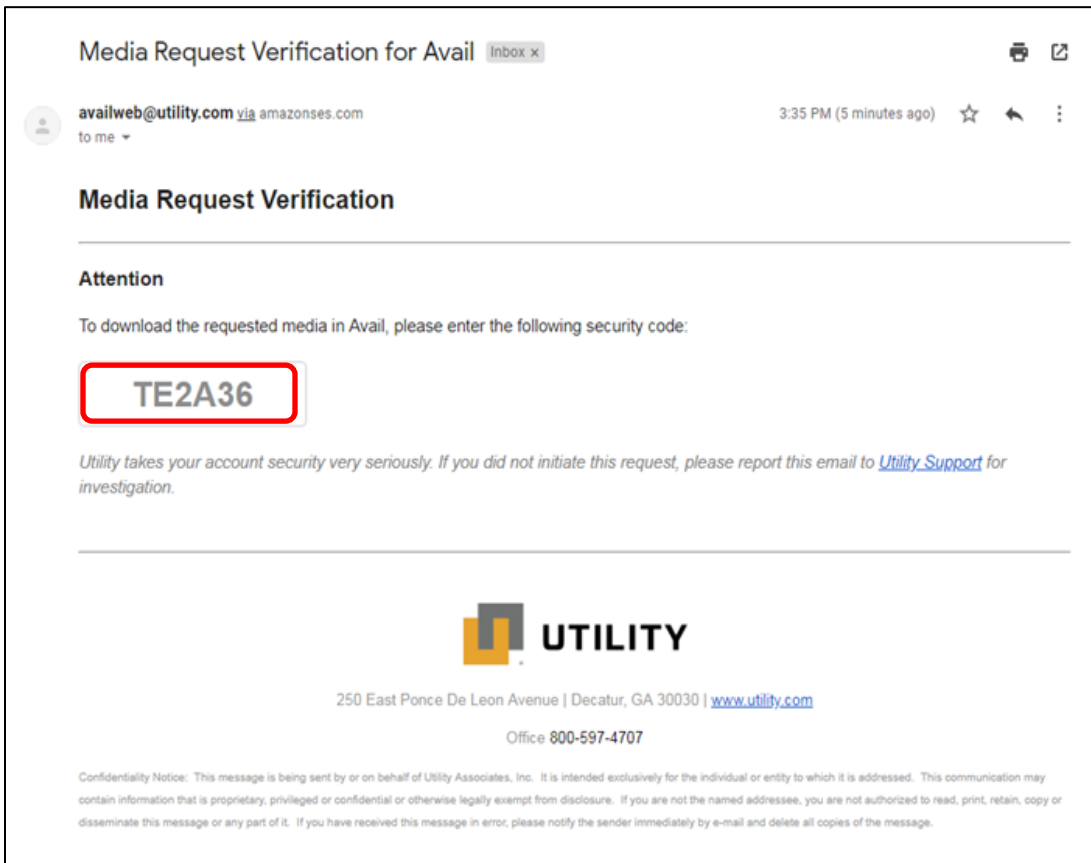
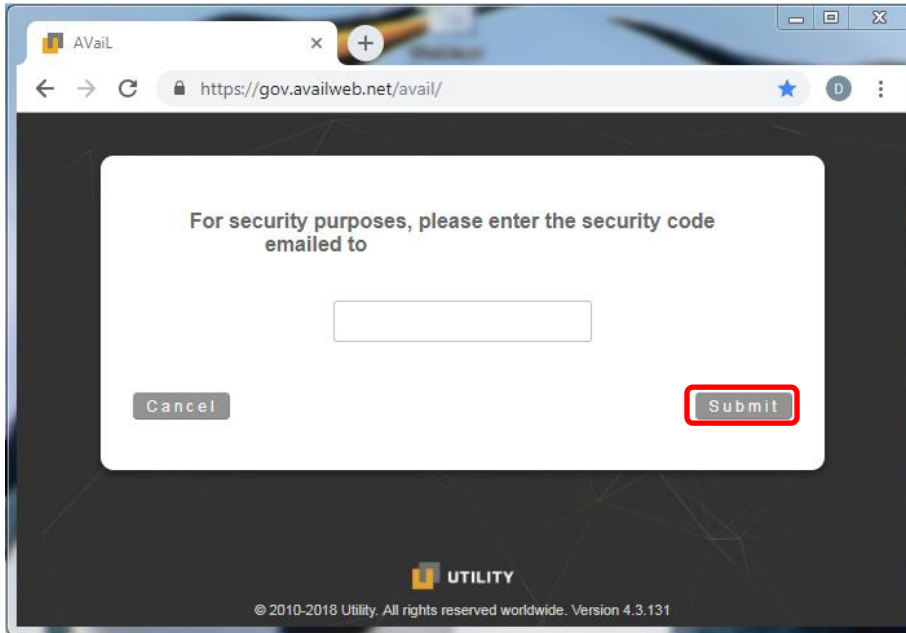


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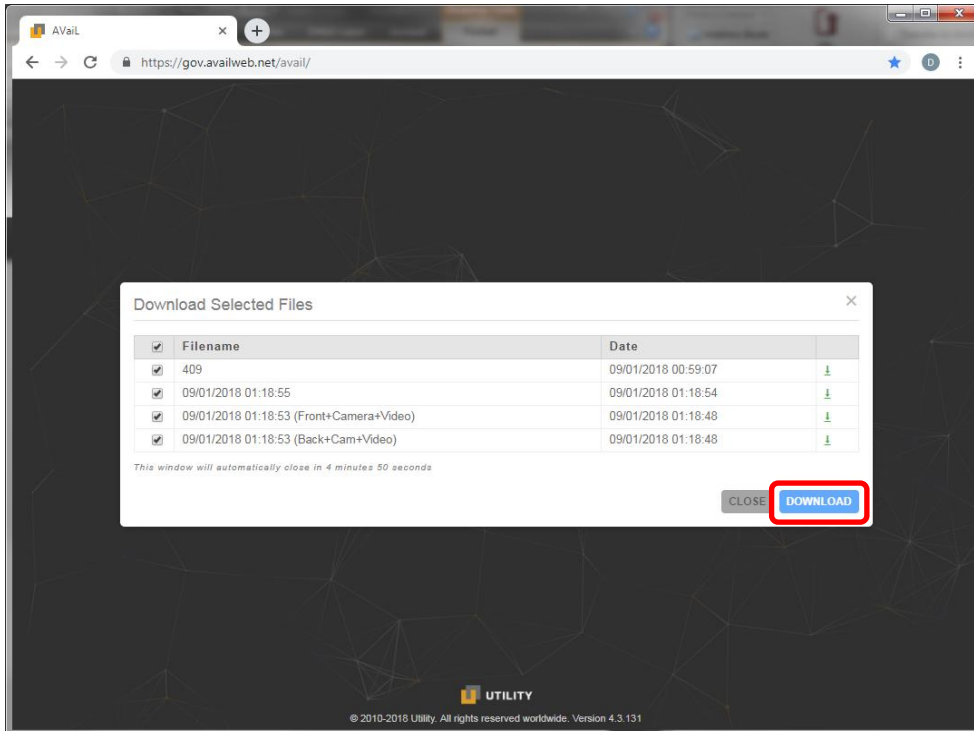
Office 800-597-4707

Confidentiality Notice: This message is being sent by or on behalf of Utility Associates, Inc. It is intended exclusively for the individual or entity to which it is addressed. This communication may contain information that is proprietary, privileged or confidential or otherwise legally exempt from disclosure. If you are not the named addressee, you are not authorized to read, print, retain, copy or disseminate this message or any part of it. If you have received this message in error, please notify the sender immediately by e-mail and delete all copies of the message.

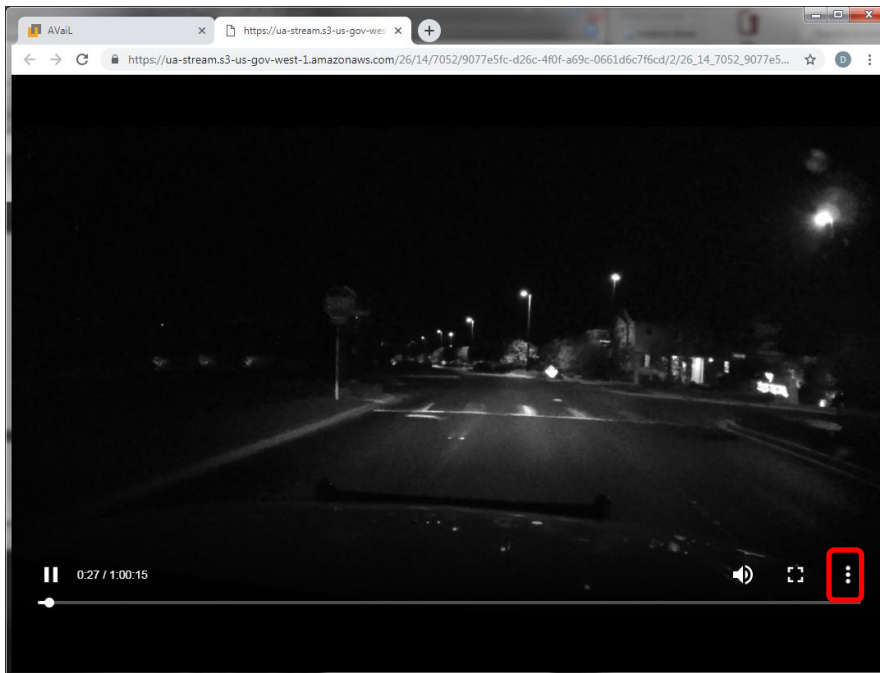
- 2) Upon clicking the link, a new browser tab will open up asking you to provide a security code which will arrive at your email under separate cover. Type the security code into the box and click the Submit button.



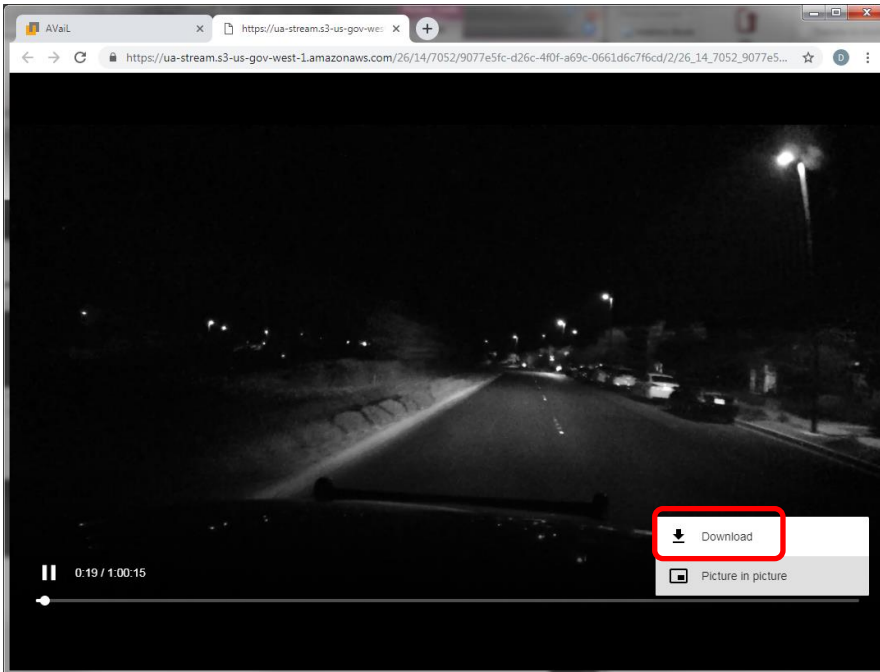
- 3) The Download Selected Files box will appear. Choose videos you would like to download and click Download button.



- 4) A new tab will open and the video(s) will begin playing. For each video, click on the three vertical dots in the bottom right corner of the window.



5) Select Download from the options that appear.



6) A “Save As” dialog box will open. Navigate to where you would like to save the file(s) and click the Save button.

