From: Kyle Demmin
To: Claudia Ortega
Subject: Re: Video Request
Date: Friday, March 22, 2019 9:45:47 AM

Great to hear! Admin users can view all of the cases that are assigned to users. This can be done by:

1. Click Admin Tools
2. Select Manage Users
3. Click into user profile, for example "Detective XYZ"
4. Under user details, it'll have "cases: 5555, Date, Address"
5. Click into the case and you'll see all the videos

I just checked with our team and the News Posts are only being featured to Neighbors users. This is why you're seeing on your personal feed but not on the law enforcement portal. We have a team meeting this morning and I'll be sure to bring this issue up and see what feedback I get.

On Fri, Mar 22, 2019 at 6:57 AM Claudia Ortega <cortega@ci.la-mesa.ca.us> wrote:

> Hi Kyle,
>
> It went smoothly. I do have a couple of questions, is there a way for the admin user to view all the video requests that individual users place?
>
> Also, for the News Posts, I saw it on my personal feed but could not access it through the law enforcement portal to comment. For suture incidents we were hoping to be able to comment, is there a way to view those posts?
>
> Thanks!
>
> Claudia
>
> **From:** Kyle Demmin [mailto:kyle.demmin@ring.com]
> **Sent:** Thursday, March 21, 2019 2:11 PM
> **To:** Claudia Ortega
> **Subject:** Video Request

Hi Claudia,

Yesterday you mentioned you were going to do a video request. I wanted to check in to see how the video request went? Anything that was confusing during the process?

Any feedback is appreciated. Thank you!

-Kyle

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Kyle Demmin

Partner Success Manager

Cell: 714-381-6291

Neighbors Portal Resource Center

LA Times: Ring modernized the doorbell, then went to war against crime

USA Today: Police say crime drops with video doorbell

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