CLARIS USER MANUAL

Claris Version 6.2.1

SKYLINE
TECHNOLOGY SOLUTIONS

WisDOT Bureau of Traffic Operations

Contents

Introduction

Welcome to the Claris Video Sharing Portal User Manual.

The Claris Video Sharing Portal ("Claris") ties together disparate video from multiple organizations into one platform for public safety personnel and first responders including Police, Fire, EMS, etc.

Claris creates a robust and interconnected closed-circuit television (CCTV) network to secure critical infrastructure and to facilitate real-time monitoring of events via shared video from multiple organizations in one interface to assist with event monitoring, evacuation management, and incident response. Camera image sharing is accomplished through translating video signals in real time (or transcoding) to a common format and securely sharing video with first responders at operations centers, office personal computers, or through handheld phones, tablets, and laptops.

Claris provides live-streaming video with no camera control and no recording. Each camera is normally fed once from an originating organization to a Claris data center where it is restreamed for the user, as requested. Depending on the video that a user is authorized to see, the video sharing site can be used as a map or list-based view of multiple concurrent cameras.

Google Chrome is preferred browser for Claris. However, Claris is supported by most major web browsers i.e. Chrome, Edge, Safari, and Firefox, which run on most major operating systems such as Microsoft Windows and Apple macOS. Most of the video is optimized for Mobile devices, i.e. smartphones and tablets, running Google Android or Apple IOS. All mobile devices play one video at a time. The tablet version offers full functionality but on a smaller scale while smartphones only provide the Video Wall function of Claris.

You have access to the Map and Wall pages where you are able to view video(s) from different parts of the State. When you are on the Map page, you can focus to a specific area to see all the camera(s) within that area. When you are on the Wall page, you are able to construct different layouts to view the video(s).

1. Managing Your User Account

You will log in using your assigned Claris username and password.

Section 1 provides you with the steps to perform the following tasks:

- Logging into Claris
- Forgotten Password
- Updating you Email, Phone Number, or Password
- Logging Out of Claris

1.1 Logging into Claris

1. Navigate to the Claris URL: https://wisdotcctv.dot.wi.gov/. The Claris Login Screen is shown in Figure 1 below.
2. Enter your DOT email address (Ex: firstname.lastname@dot.wi.gov) and click Next.
3. Your username will be displayed as shown in Figure 2 in the pop-up.
4. Enter your EIAM (email) password and click Next. Be aware that passwords are case sensitive.

Note: If you have forgotten your password, do not use the "Forgot My Password" link on the State of Wisconsin window. To reset your password or unlock your account, please use the EIAM Self-Service or contact your Agency Help Desk.
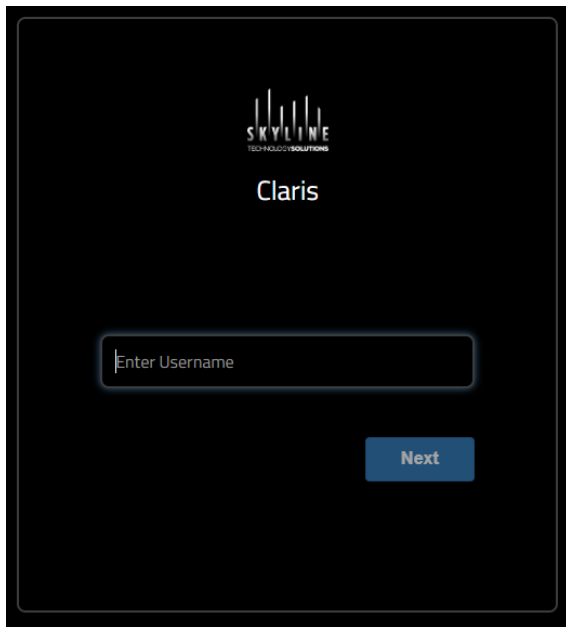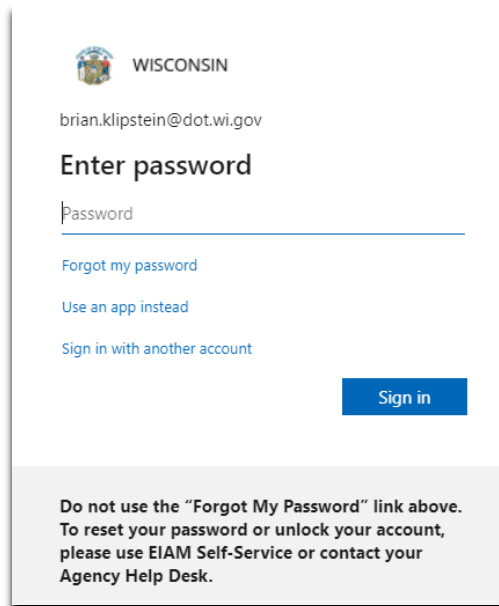

Figure 1: Username

Figure 2: Password

Upon a successful login, Claris will display the Map tab as shown in Figure 3. The Map tab uses color icons to represent video markers in Claris that a user can access.
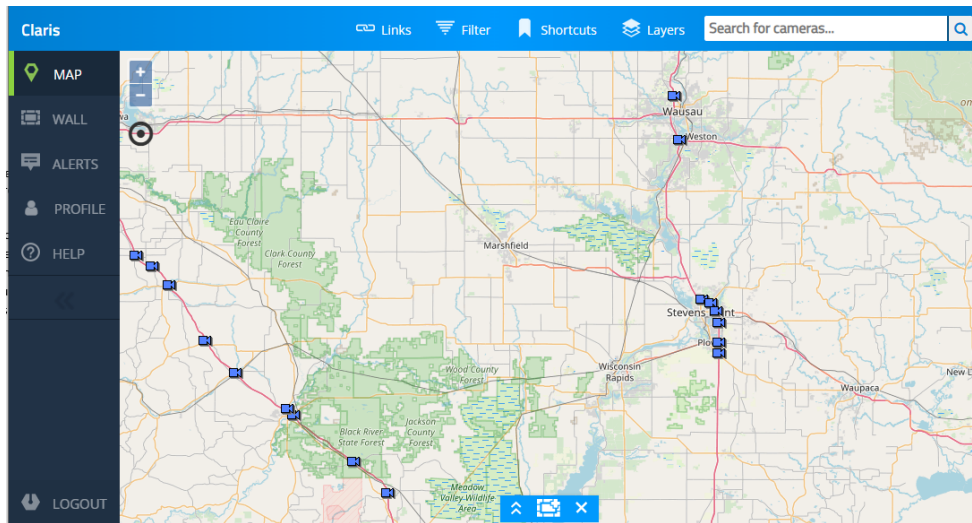

Figure 3: Claris Map Tab

The Map tab uses color icons to represent video markers in Claris that a user can access. Video markers, herein called "markers", must be configured with a latitude and longitude to be displayed on the Map tab. The specific markers displayed for a user depend on several factors including the user's approved daily level of classification, specific job role and jurisdictions supported as a public safety user, and special events the user could support.

1.2   Updating Your Email, Phone Number, or Password

It is essential that all Claris users keep their Email Address and Phone Number up to date. The local admin will use your account information if they need to contact you. Therefore, if you need assistance but your account information is out of date, then any response to you may be delayed or unsuccessful.

Please refer to Section 7, "Profile Page", for details on how to update a user email, phone number, or password.

1.3   Logging Out of Claris

To log out from Claris, click the   LOGOUT   button in the bottom left corner. Claris will log you out and display the Login Screen.
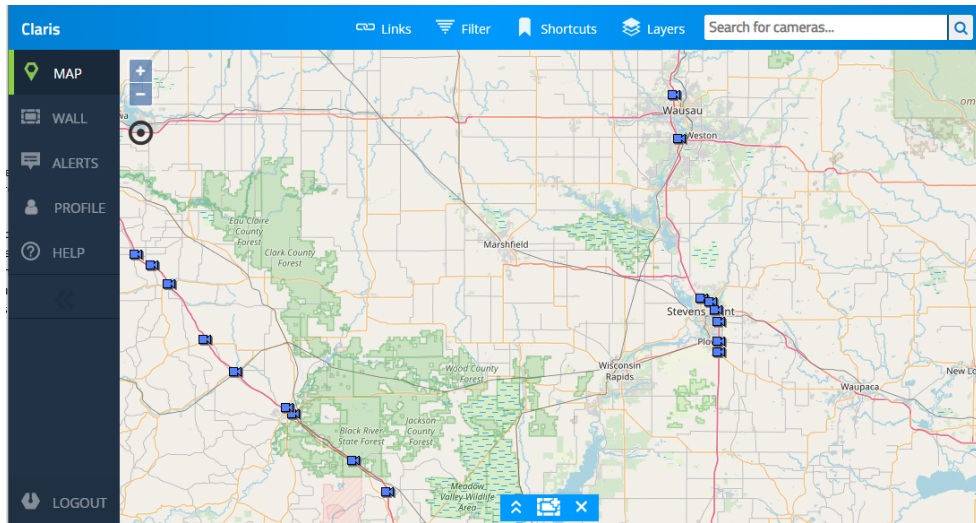
2. Map Page

Figure 4: Map Tab

Claris will display the Map page after you successfully log in. Claris uses markers to graphically represent camera locations; the Map tab geographically displays the markers that you can access based on their credentials.

- Makers without latitude/longitude coordinates are not shown on the Map tab. These markers, however, are shown on the Wall page.
- Hovering the mouse pointer over a marker will display the marker's title.
- The Map tab provides the flexibility to adjust what is displayed in the map area as well as play video for up to four markers.

2.1 Changing the Map Tab Display

Claris provides you with a variety of tools to adjust the Map Tab appearance or to quickly find markers within a specific area. You can "move" the map area that is displayed by holding down the left mouse button and moving the mouse pointer; the displayed map area moves in correspondence with the mouse pointer until the mouse button is released.

Zoom In/Out
Claris provides the ability to zoom the map closer to an area or widen out to display more area:
- If your computer's mouse has a scroll wheel, then scrolling up or down will cause the map to zoom in or out.
- You can also use the two buttons at the top left corner of the Map Tab: Clicking the ⊞ button will make the map zoom in and clicking the ⊟ button will make the map to zoom out.

Clustering ⊙

As more video is shared in Claris and made available to users, the Map page could become saturated with markers in certain geographic areas. Depending on how wide an area the Map page is displaying, the markers can become densely bunched making it difficult to select a specific marker. Claris provides the option to use numbers to show how many markers are clustered together by proximity instead of displaying each individual marker. The size of the clustered area is dependent on the zoom level and the clustering will automatically adjust as you zoom in or out on the Map Page.

The Cluster icon turns clustering on/off. Clusters will display how many markers are in the cluster and uses colors to denote the marker density as shown below in Figure 5.
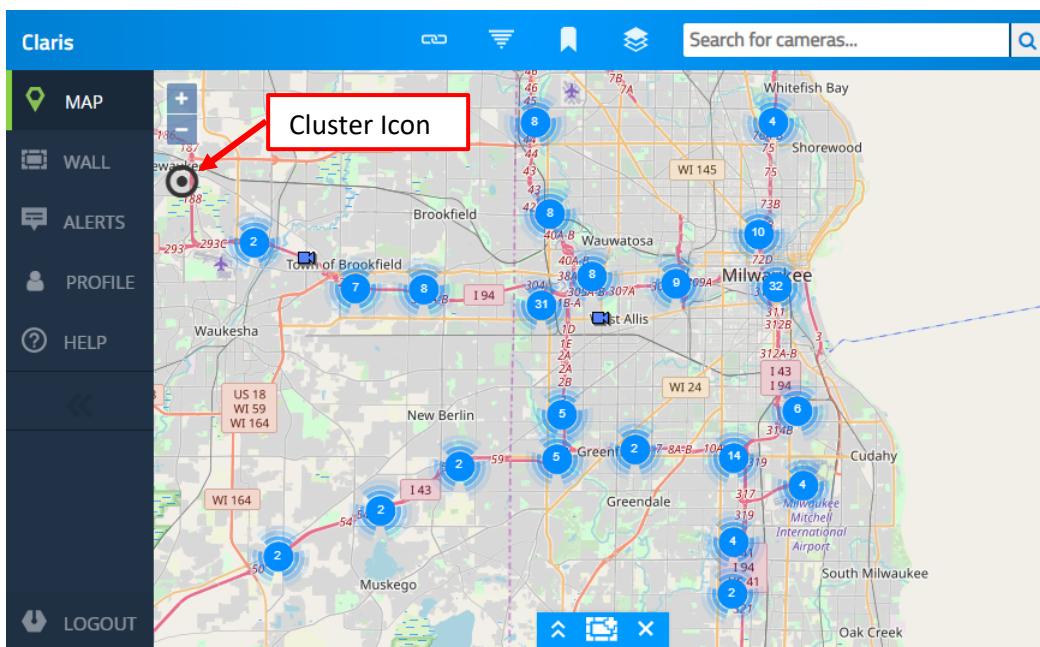

Figure 5: Map Tab with Clustering

2.2   Map Page Widgets

Claris users may have a greater interest in viewing video from a specific area of the Map or from one or more organizations. As shown in Figure 6 below, the Map page provides several widgets, located at the top of the page, as tools to turn various marker types on/off, quickly zoom to a specific area on the map, reduce the displayed markers to a one or more organizations or global device groups.

Figure 6: Map Page Widgets

- You can collapse a widget by clicking the ⌄ button so only the header bar displays.
- If a widget is collapsed, click the ⌃ button to expand the widget.
- Click the ✖ button to close the window at any time to close the widget.

2.2.1   Links

The admin may select useful websites to be available through Claris. Clicking on the Link widget will open a pop-up window listing available links. Clicking a link will open the website in a new browser tab or window. If there are no available links, then the Links widget will display a message that no links are available, as shown in Figure 7.
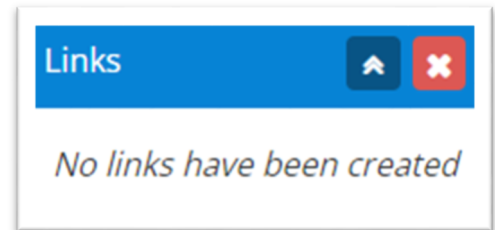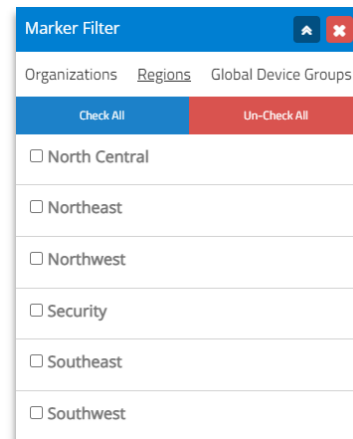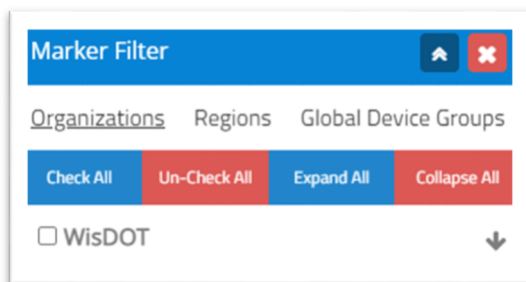

Figure 7: Links Widget

2.2.2   Filters

Click the Filter button and the Filter pop-up window displays. As shown in Figure 8 below, there are three tabs in the Filter pop-up window:
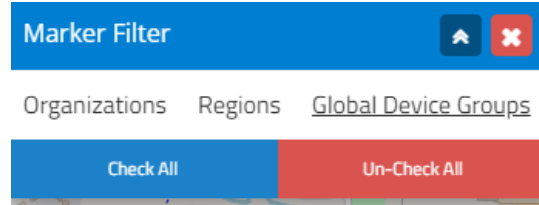
Figure 8: Filtering

For each of the three tabs:
- By default, all boxes are unchecked.
- You can manually click the box to check or un-check a row.
- Click the Check All or Un-Check All buttons to either select or deselect all the rows.
- Click the Expand All button to display every organization/region/global device group sublevel.
- Click the Collapse All button to hide all sublevels.

Note: Simply un-checking all the Organizations, for example, will not remove all the markers from the Map Tab.

- To view markers from checked organization(s) only, select regions associated with it and remove Global Device groups.
- To view markers from checked region(s), select organizations associated with it and also remove global device groups.
- If you check one or more Organizations, but uncheck all Regions and Device Groups, then the Map will not display any markers. If you check one or more Regions, but uncheck all Organizations and Device Groups, then the Map will not display any markers.
- To view markers from checked Global Device Groups only, ensure that all Organizations and Regions are un-checked. This filter may be empty.

The Map Tab provides you the flexibility to filter markers by combining checked Organizations, Regions, or Global Device Groups to view a wide range or potential filtering capabilities.

2.2.3 Shortcuts
The Map Tab provides you with shortcuts that will zoom the map to a specified area. The Shortcuts are a way to move and zoom the map area without manually performing the steps.

Adding a User Created Shortcut
To create a shortcut, position and zoom the map to your satisfaction. Click the Shortcuts widget button and click the Add New link. The Add Shortcut (Figure 9) window displays.
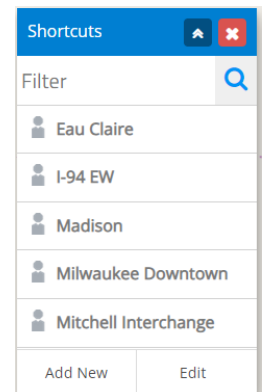
Enter a shortcut name and click Save to add the shortcut or Close to close the window and cancel adding the shortcut. Please note that the shortcut is only available to your user account and is not available to other Claris users.
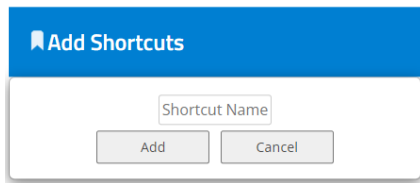

Figure 9: Add Operator Shortcut

To access the new shortcut, click the Shortcuts button as shown in Figure 10. The newly added shortcut appears, in this example "Appleton". Click the new User Shortcut and the Map Tab will position itself to that shortcut's settings.
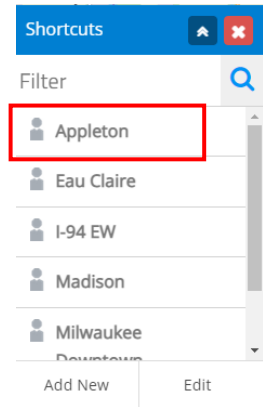
Figure 10: Saved Operator Shortcut

Deleting a User Created Shortcut

You can also delete any of the shortcuts that you have created. Click the Edit button and an X and Star icons appear in the Shortcuts pop-up window as shown in Figure 11.

Note: Claris users cannot delete any of the global shortcuts.

Click the X icon next to the shortcut that you want to remove. Click Done to close the pop-up window. If you do not want to remove a shortcut, click Done without clicking the X icon.
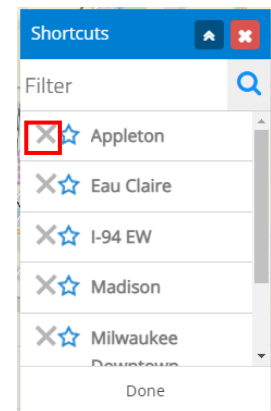

Figure 11: Removing a Saved Shortcut

Choosing a Default User Created Shortcut

If you have created multiple shortcuts, you can choose one to be the default shortcut. Open the Shortcuts pop-up window and click the Edit button. The X and Star icons appear next to the shortcuts (Figure 12). Click the Start icon next to the shortcut you want to be the default shortcut. Click Done to close the edit options. You can also click Done without selecting a default shortcut.

The next time you click the Shortcuts button, your default user created shortcut will be denoted with a star as shown below in Figure 13.
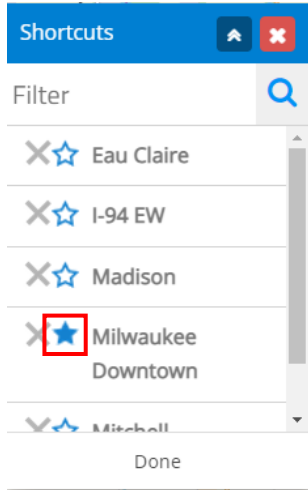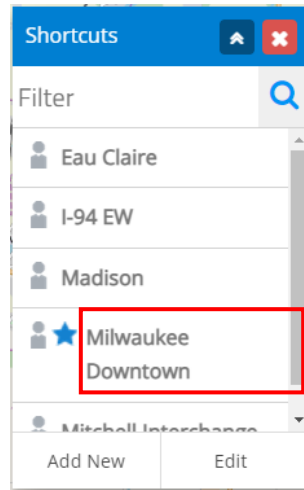
Figure 12: Selected
Default Shortcut

Figure 13: Saved
Default Shortcut

2.2.4 Layers

Claris provides Layers as another tool to customize what information is
displayed on the Map tab. Each layer contains a different set of
information that is "layered" on top of each other so that multiple layer
settings can be turned on/off and viewed together. Click the Map Layers
icon to turn on or off the layers and the Map will change to display or
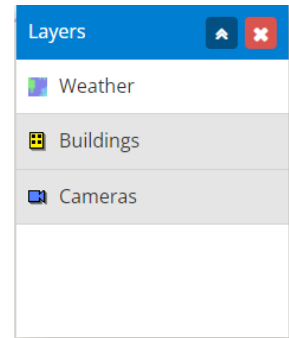remove the selected layers.

Figure 14: Layers Widget

2.2.5 Search
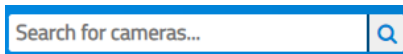
You can search for a marker, building, or a marker within a building on the Map page. Simply
begin typing a marker or building title in the Search field and Claris will begin displaying all
matching markers or buildings. As you type additional characters in the Search field, the search
becomes more specific and Claris will correspondingly reduce the search results to match the
more specific search criteria.

Figure 15 shows the example where a user is searching for a marker on I-894. The user begins types "894" in the search field and by clicking magnifying glass, Claris displays all matching markers.
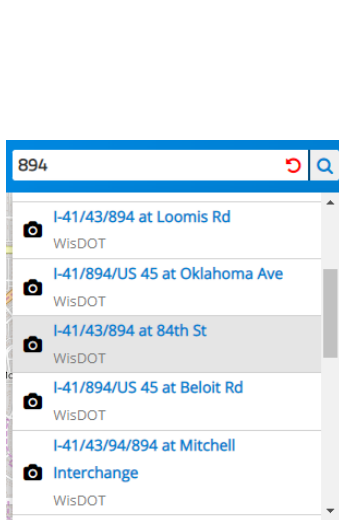

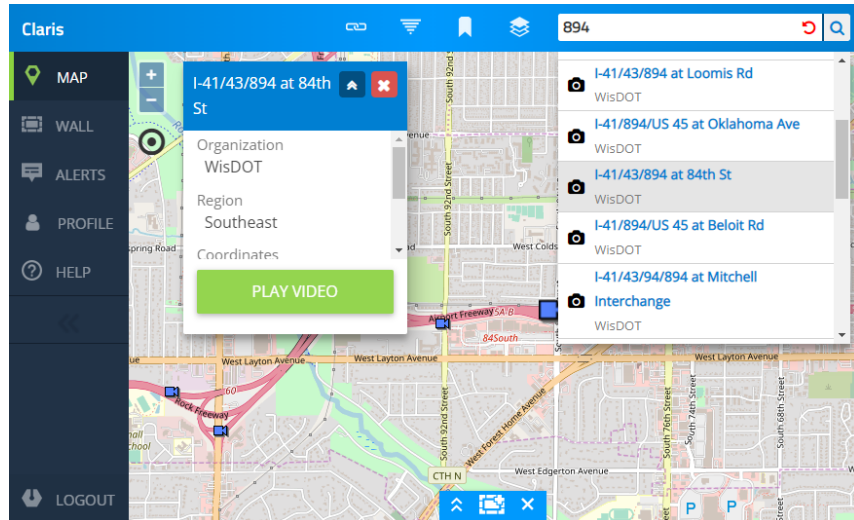Figure 15: Search Field   Figure 16: Selected Marker from Search Field List

Selecting a marker from the Search results (Figure 16) will reposition and zoom the Map closer to the selected marker. The marker's pop-up window will also display to provide additional information and the Play Video button to view the marker's live video stream. Click the ✖ button to close the pop-up window. Click the red recycle symbol ↺ in the Search field to remove the search criteria and results.

2.3   Playing Marker Video

When you want to view a specific marker, click on a marker and the marker will change from blue to green. The following pop-up window will display as shown in Figure 17. The pop-up window also provides information about the marker such as its name in bold at the top, the location and region, and the organization that owns that marker.

To view the marker's video stream, click on the Play Video button. If you do not want to view the marker, then simply click on somewhere else on the map and the pop-up window will close.
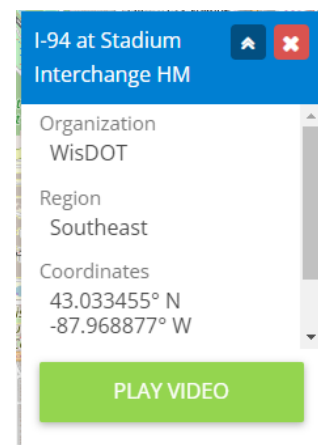

Figure 17: Marker Pop-Up Window

You can play up to 4 videos at a time as shown below in Figure 18. If you select to play more than 4 marker video streams, then Claris will start replacing previously selected videos with the newly selected video.
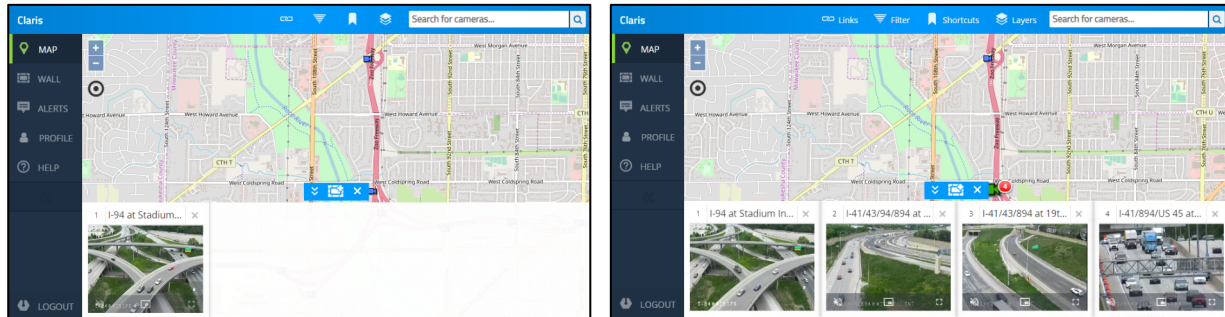
Figure 18: Map Tab Showing 1 and 4 Videos

When hovering the computer's mouse over a video, the video window provides you with control options as shown below in Figure 19. You can close the video window or expand the video to full screen. To close a full screen video, click the non-full screen button ⊕ or by pressing the keyboard's Esc key.

Figure 19: Map Tab Video Commands

Viewing Video Streams On Mobile Devices

If you are using Claris on a tablet or smartphone, then the following conditions apply:
- Tablets can play up to 4 video streams at the same time
- Android smartphones can play up to 2 video streams at the same time
- iPhones can play 1 video stream at a time

2.4   Additional Video Features

The Map page provides additional features to help you manage the playing videos. These additional features are found at the bottom of the page as shown in Figure 20 below.

Figure 20: Additional Video Features

Expand **/ Collapse**

Click the Expand or Collapse buttons to display or hide the bottom white bar where selected videos are playing. If you have not selected any videos to play, then clicking the Expand button will display a blank white bar. If videos are playing, then clicking the Collapse button will not close any playing videos.

Push to Wall

If videos are playing on the display bar, clicking the Push To Wall button will open the Wall page and play the same videos. This is helpful so that you will not have to relocate the same video again in the Wall page. You can then use the Wall page features to save or modify the video and layout.

Close All Videos

Clicking the Close All Videos button will close all playing videos at once.

3. Wall Page

The Wall page provides users the ability to select multiple markers from different logical groupings and view them concurrently in an Ad Hoc or user customizable layout. These logical marker groupings are based on various criteria: organization, marker similarity (i.e. floor, location, type, sensitivity), Regions, or an Event as in the case of Global groups.

In general, the Wall page allows you to perform the following tasks:
- Select multiple markers to view the video streams on the Wall panel
  - You can find markers that they can access by Organization, Region, or the "Global" group organization
  - You can quickly display up to 9 video streams here in a non-savable layout
- Load an existing view of saved marker video streams
- Modify/Update an existing view and save the view
- Create a new view and save the view
- Remove a saved (user) view

By default, the Wall page will display the Device Group window, with the Organizations sub tab, and a blank Wall panel as shown below in Figure 21. Clicking on the Regions sub tabs will display the default Regions as shown below in Figure 22. Additional details on the Organizations and Regions are described in Section 3.2.
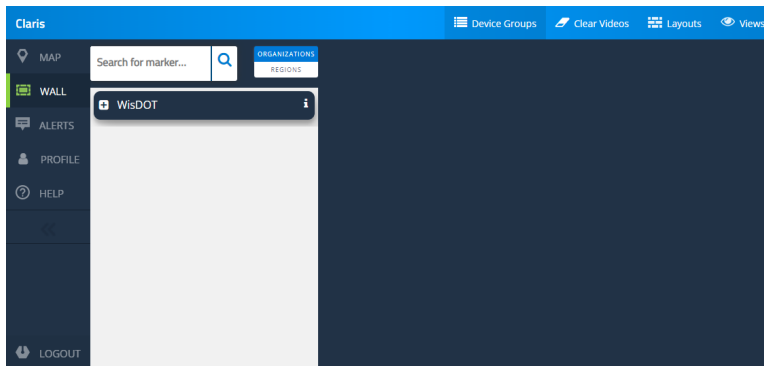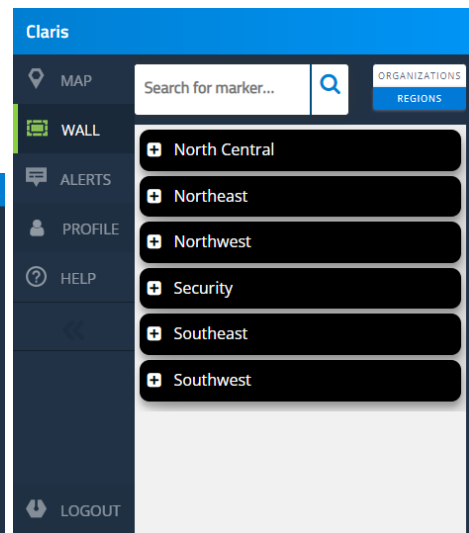

Figure 21: Organizations in the Wall Page

Figure 22: Regions in the Wall Page

The Wall page provides several widgets at the top of the page as shown below in Figure 23. The widgets are described in more details in Sections 3.2 – 3.5.
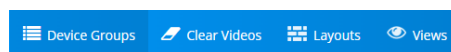

Figure 23: Wall Page Widgets

3.1 Clicking A Marker Title vs. Drag And Drop

Section 3.2 describes how to find markers. After identifying which marker video streams to view, you can either click the marker title or drag and drop the marker title to populate the Wall panel.

Clicking the Marker Title
Clicking on a marker's title in the Device Group widget (Section 3.2) will display the marker's video stream on the Wall panel. Clicking more than one marker title will divide the Wall panel to display multiple video streams.

While it is possible to display up to 18 simultaneous video streams, it is recommended not display more than 13 simultaneous video streams regardless of your network connection. This will ensure that the video displays properly.

Drag and Drop the Marker Title
Using the mouse, you can click and hold the mouse pointer on the video stream's name and drag the mouse pointer to the Wall panel to display the video stream. Drag and drop, however, will not further divide the Wall panel to add the new video stream. Drag and drop will display the video stream in a blank area or replace an existing video stream in the Wall panel.

Drag and drop gives you the control to place a marker video stream in a specific section of a Wall panel layout.

3.2 Device Groups Widget

Clicking the Device Group widget will open and close the Device Group window. The Device Group window allows you to select accessible marker video by organization or region as shown in Figures 21 and 22. Additional details how to select markers from organizations or regions are provided in Section 3.1.1 – 3.1.3.

Search Field
The top of the Device Group widget has a Search field. Simply start typing the name of a marker, device group, organization, or region. The Device Group widget will begin displaying all matches. As you type more of the item's name, the search results will automatically become more targeted to only retrieve matching results. Click on one of the search results to directly view the marker, device group, organization, or region.

3.2.1   Selecting Video Streams From WisDOT Organization Global Device Groups

The WisDOT organization in Claris is controlled by the Claris Admin and is a compilation of video streams from multiple organizations. Essentially, the Claris Admin uses the WisDOT organization to compile video streams across a common area into global groups so that users can easily select multiple video streams without having to find the individual organization that owns and shares the video stream. Global groups are commonly used for Special Events where applicable video for an Event is part of at least one Global group.

> **Note**: The global video streams in the Claris WisDOT organization are not unique and each of the video streams can also be selected from the individual organization that owns and share the video stream with Claris.

Global groups are displayed in alphabetical order. It is possible you might not have access to global groups at any time. However, a few long-standing global groups usually appear such as traffic groups.

Select a WisDOT organization and the list of available video streams will appear underneath. If no global groups have been created by the Claris Admin, then no groups will appear other than a list of all markers in the organization.
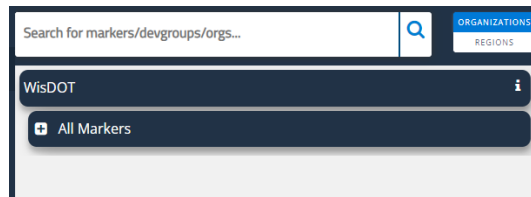

Figure 24: Global Organization

To close the currently open expanded item, click the organization title again to close. The Organizations tab will then collapse the list of currently open items.

3.2.2   Selecting Video Streams from Organization Device Groups

Click on an organization to see what marker(s) are accessible as shown below in Figure 25. An organization's accessible markers may be simply listed or may be arranged into logical grouping. Examples of the logical groupings could be markers related to a building, section of a road or highway, etc. The marker's level in the grouping is also shown as groupings may be divided based on the marker's sensitivity or other factors.
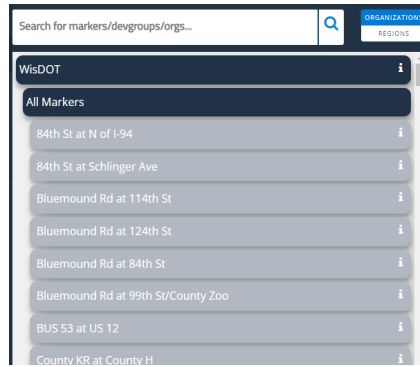
Figure 25: Selecting an Organization's All Markers Group

After locating a video stream to view, click on the video stream title to play the video.
- Claris will begin playing the video stream in the Wall panel.
- If you click on multiple video streams, then Claris will automatically begin dividing the Wall panel to simultaneously play the number of video streams they selected.
- Each video stream that is playing will have the same video controls as shown in Figure 19.

3.2.3   Selecting Video Streams from Regions

The Wall page has also grouped all the shared video streams from the organizations into various geographical regions. The video streams in the Regions sub tab are not unique and can be located through the Organizations sub tab. However, the Regions sub tab provides a convenient way to locate which video streams are geographically located near each other even if they are owned and shared by different organizations.

When you click on a Region, all the organizations that have shared video streams within the Region's area will appear as shown below in Figure 26, which in this case is just WisDOT. When you click on an organization within a Region, then the organization's video streams that are within the Region's area will appear in a sub list as shown in Figure 27.
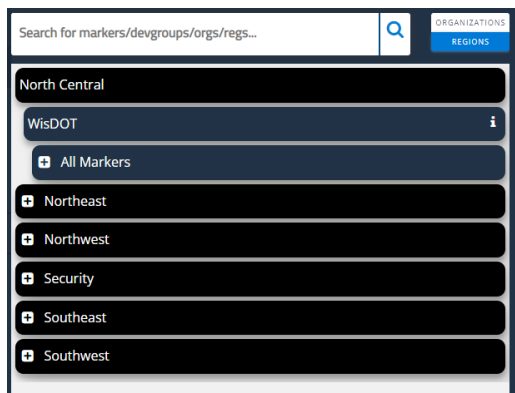

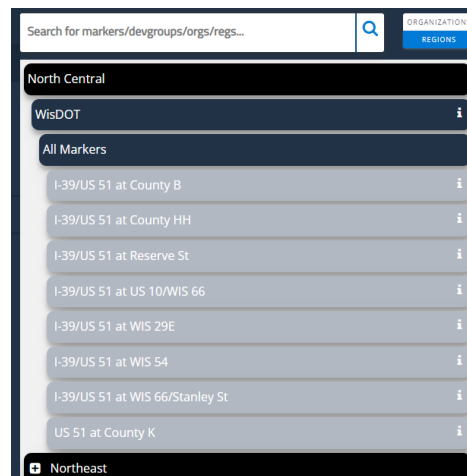Figure 26: Organizations Within a Region

Figure 27: Region Video Stream Selection

To close the currently open expanded item, click the region you wish to close. The Regions tab will then collapse the list of currently open items. To choose a different region, click on that region's name.

When you find the video stream that you want to view, you can play the video stream by clicking on the video stream title.
- Claris will begin playing the video stream in the Wall panel
- If you click multiple video streams, then Claris will automatically begin dividing the Wall panel to simultaneously play the number of video streams they have selected
- Each video stream that is playing will have the same video controls as shown in Figure 19

3.3   Clear Videos Widget

Clicking the Clear Videos widget will close all playing marker videos and display a blank Wall panel. The Clear Videos widget will not modify any views that may be playing, the widget will only close any playing videos.

3.4   Layouts Widgets

Clicking the Layouts widget will open or close the Layouts window.

You can also close the Layouts window by clicking the ❌.

Figure 28 shows the layout options with each shaded area representing the number of display areas and the relative size of each display area that are in the layout.

Select a layout based on how many video streams will be displayed at the same time and the configuration of how the videos streams will be displayed. For example, multiple video streams can all be the same size by equally dividing the Wall panel. Another option is to have one

Figure 28: Layouts Widget

video stream be displayed at a larger size and the remaining video streams be displayed at a smaller size.
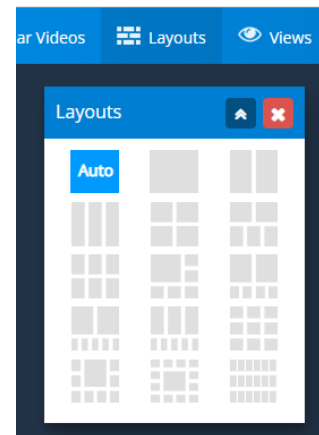
> **Note:** It is recommended that users accessing Claris via **mobile connection** not create layouts larger than nine. Additionally, it is recommended that **all users** not create a view larger then thirteen regardless of the user's connection. This will ensure that the video displays properly.

If you have already loaded a view and then clicks Choose a layout, the videos will be loaded into the new layout. If the new layout has less spaces then video streams will be left out. If the new layout has more spaces, then those spaces will be blank and you can use the Organizations or Regions sub tabs to fill the blank spaces.

You can now fill the blank spaces in the view layout with the video streams. Please see Section 3.2 for more details on selecting video streams from the Organizations and Regions sub tabs.

3.5   Views Widget

Clicking the Views widget will open or close the Views window. You can also close the Views window by clicking the [x].

The Views tab provides a way to easily organize how you view videos on the Wall Page. You can select various video layouts, select videos to play in the layout, and save the view. If you need to regularly view several marker videos, then creating and saving a view is an easy way to quickly access the videos without having to rebuild the Wall each time.
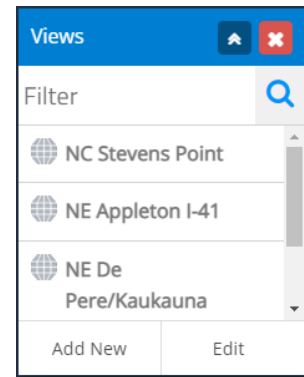
Figure 29: Views Widget

Views with the global icon 🌐 cannot be updated or removed.

Views created by you are marked with the user icon 👤. You can update or remove your created views.

3.5.1   Load A View

After opening the Views widget (Figure 29), simply click on an available view and the Wall panel will automatically be loaded with the existing view's layout and preselected video as shown below in Figures 30.
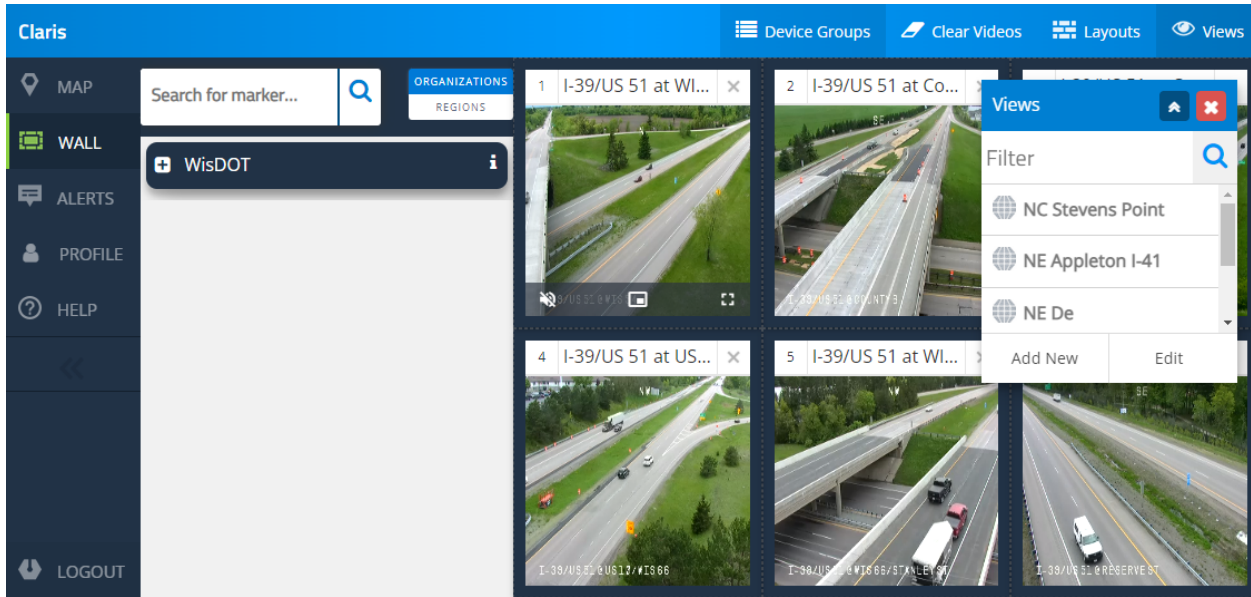
Figure 30: Loading a Wall View

Even though the Wall panel displays a saved view, you still have all the video display controls as shown in Figure 19 for each of the displayed video stream(s): Pause/Play, Expand to full screen, Close full screen and return to the Wall page, and Close the video stream.

> **Note**: You cannot overwrite an organization view. To save your changes to an organization view, you must save an organization view as your own view by using the Save a new view feature.

3.5.2   Creating a New View
The Wall page provides the functionality to create a personalized view from scratch. The basic steps are to select the layout of the view, populate the layout's spaces with your selected views, and then save Wall panel as a new view.

Choosing A Layout
The first step to creating a new view is deciding how many video streams to display at the same time and the configuration of how the videos streams will be displayed. For example, multiple video streams can all be the same size by equally dividing the Wall panel. Another option is to have one video stream be displayed at a larger size and the remaining video streams be displayed at a smaller size.

Figure 31 below shows the Choose a Layout pop-up window that displays when you click the Choose a Layout button on the Views sub tab. The layout options show the number of video streams that can be displayed as well as how the video streams will be arranged on the Wall panel. You can scroll down to see all the available layouts.

Note: It is recommended that users accessing Claris via **mobile connection** not create layouts larger than nine. Additionally, it is recommended that **all users** not create a view larger then thirteen regardless of the user's connection. This will ensure that the video displays properly.

Click on a layout and the Wall panel will display the layout as shown in Figure 31. For this user manual, Figure 32 shows that a 5-space layout has been selected. Note that the Wall panel does not show a blank layout design but will populate video streams in the chosen layout.
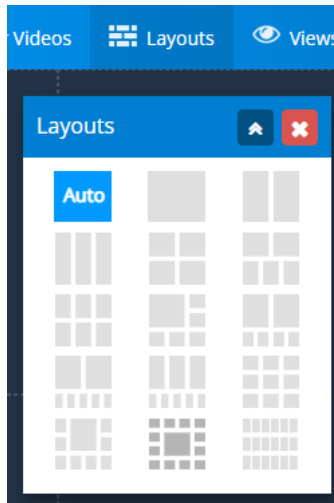
Figure 31: Choose a Layout
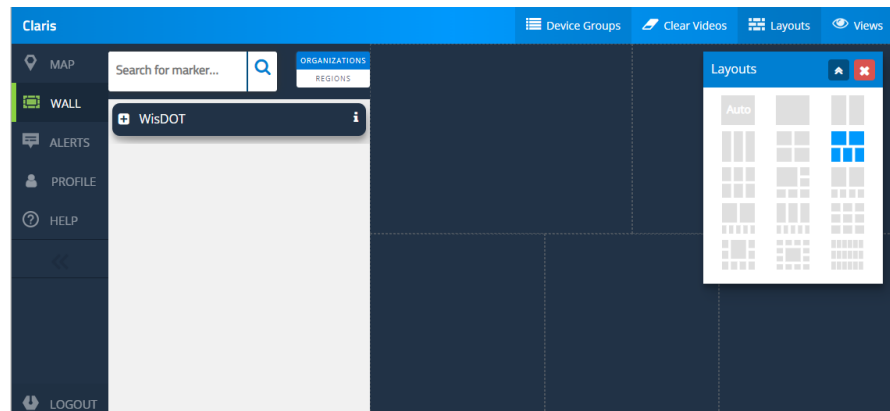
Figure 32: Blank 5 Space View Layout

You can now fill the blank spaces in the view layout with the video streams.

> **Note**: If a user has already loaded a view and then clicks Choose a layout, the videos will be loaded into the new layout. If the new layout has less spaces then video streams will be left out. If the new layout has more spaces, then those spaces will be blank and the user can use the Organizations or Regions sub tabs to fill the blank spaces.

Please see Section 3.1 for more details on populating the Wall panel by:
- Clicking on video stream titles
- Drag and drop video stream titles to the Wall panel

Please see Section 3.2 for more details on selecting video streams from the Organizations and Regions sub tabs.

3.5.3   Updating A Saved View

The Wall page provides you with the flexibility to start with an existing view, make changes necessary to fulfill your requirements, and then saving your changes as a new view.

> **Note**: Any views that you save after creating/modifying will only be available to your account.

All the displayed video streams provide you with the same video controls as shown in Figure 21 including closing a video stream. This is useful if you want to keep the view's layout but also wants to replace an existing view's video streams with different video streams.
If you close a video stream, however, the view's layout will not change, and the closed video stream's space will be blank as shown below in Figure 35.
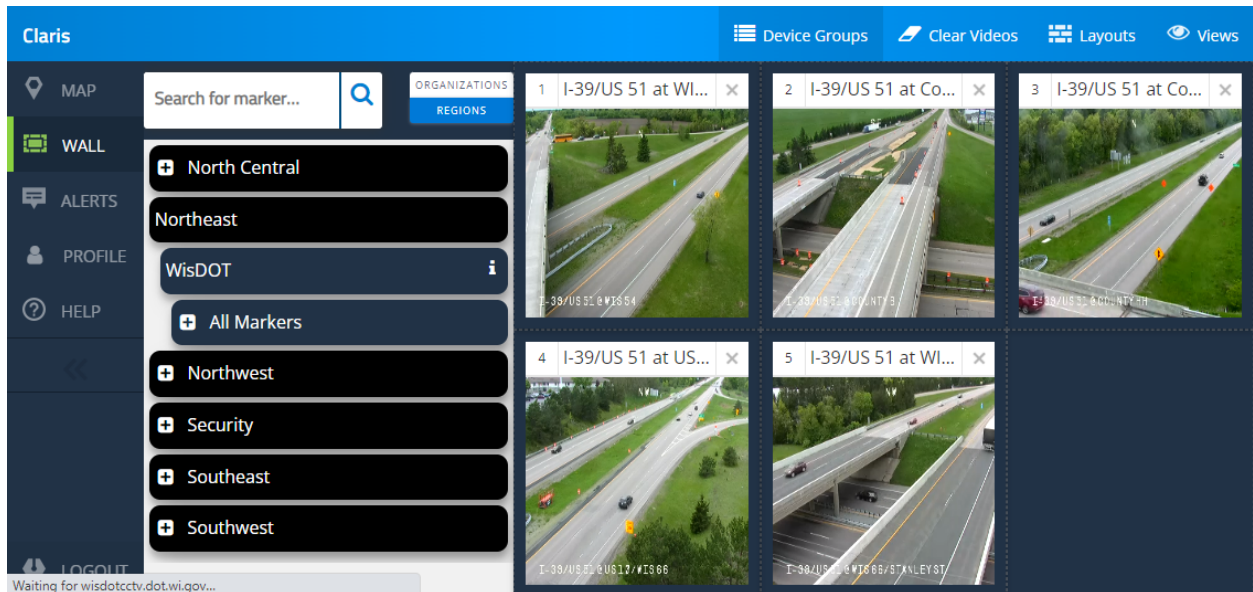
Figure 35: Wall View with a Blank Space

Close as many of the views that need to be replaced. You can now fill the blank spaces in the view layout with the video streams that you need to replace. Please see Section 3.2 for more details on selecting video streams from the Organizations and Regions sub tabs.

Video streams that are added to a layout space will begin to play in the space regardless if the space is blank or not. If you add a video stream to a space already playing another video stream, then the new selection will replace the existing video stream.

When you have finished replacing video streams, you can save the changes. If you do not save the changes, then the view's previously saved video streams will be displayed the next time you

load the view. You have the choice to either save your changes as a new view or to update the existing view.

>   **Note**: Users can only update a view if they have created the view. Users cannot update another user's view or an organization's view.

Updating View with Your Changes
If you want to save changes to a View, click the Edit button and then click one of the user's saved views. The Views pop-up window will display three additional controls as shown below in Figure 36.
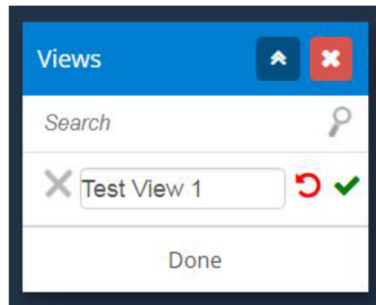

Figure 36: Updating an Operator's View

The view's name will be displayed. You can:
- Edit the View's title by retyping the View's title
- Delete the View by clicking the ✕ button
- Refresh the View by clicking the ↻ button
- Save changes by clicking the ✔ button
- Click Done to close the Edit mode and return to the default Views window.

3.6   Creating an Ad-Hoc Wall

You can use the Wall Page to select video streams to play in the Wall panel. If you select more than 18 videos, then each subsequently selected video will replace a previously selected video. A Wall panel with 5 selected videos is shown below in Figure 37.
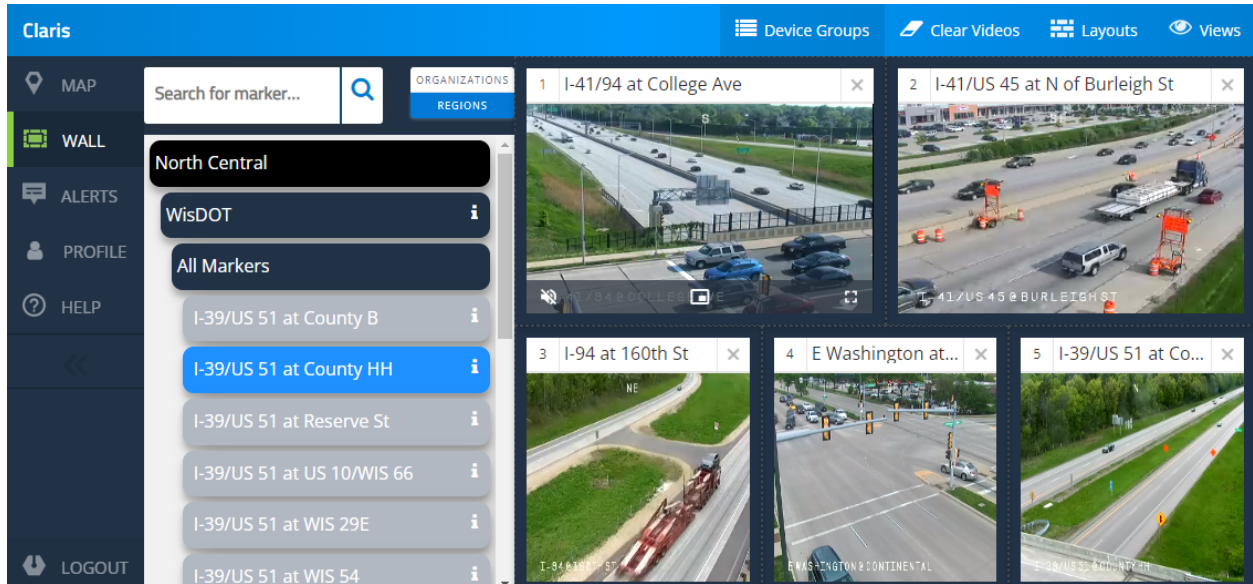
Figure 37: Ad-Hoc Wall

Sections 3.1 and 3.2 provide additional information how to select and view video streams on your ad-hoc Wall by using global or individual organizations and regions.

4. Alerts Page

Global or local admins use alerts to communicate time sensitive information to Claris users.
- Global admins can send alerts to all Claris users or to specific organizations
- Local admins can only send alerts to their organization's users.

As shown below in Figure 38, the Alerts page icon will signify when there is an alert message and how many alert messages are active.
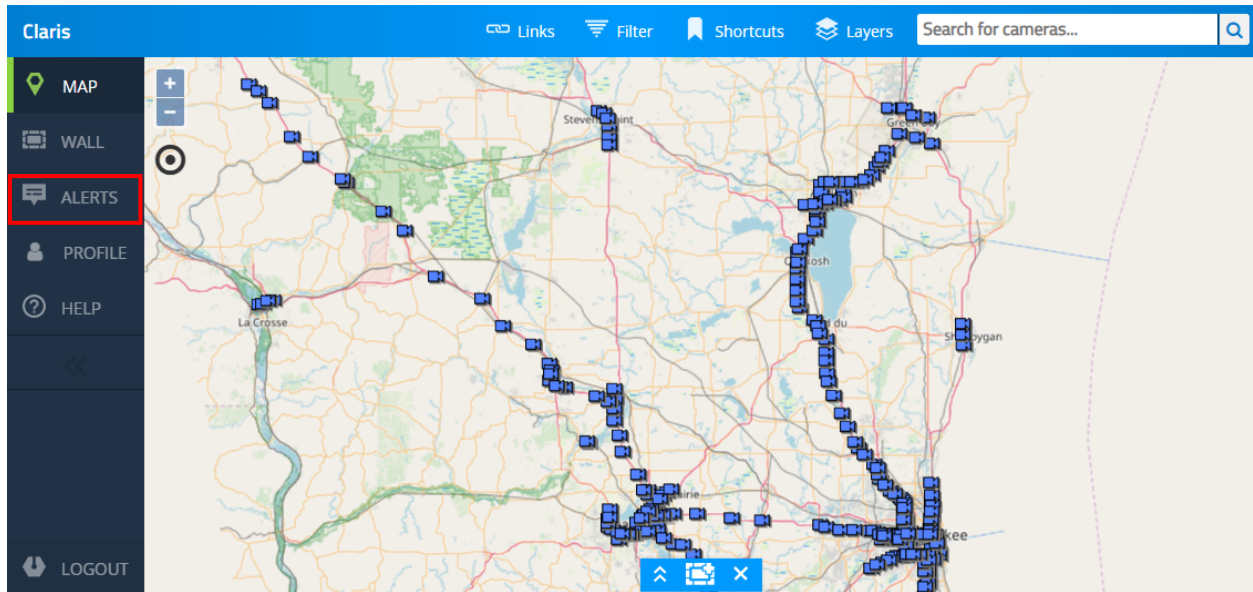
Figure 38: Alerts

Clicking the Alerts page icon will display the Alerts page as shown below in Figure 39. The Alerts page will list each alert title and message. Alerts will be automatically removed when the message is no longer applicable. The example in Figure 39 has no active alerts to show.
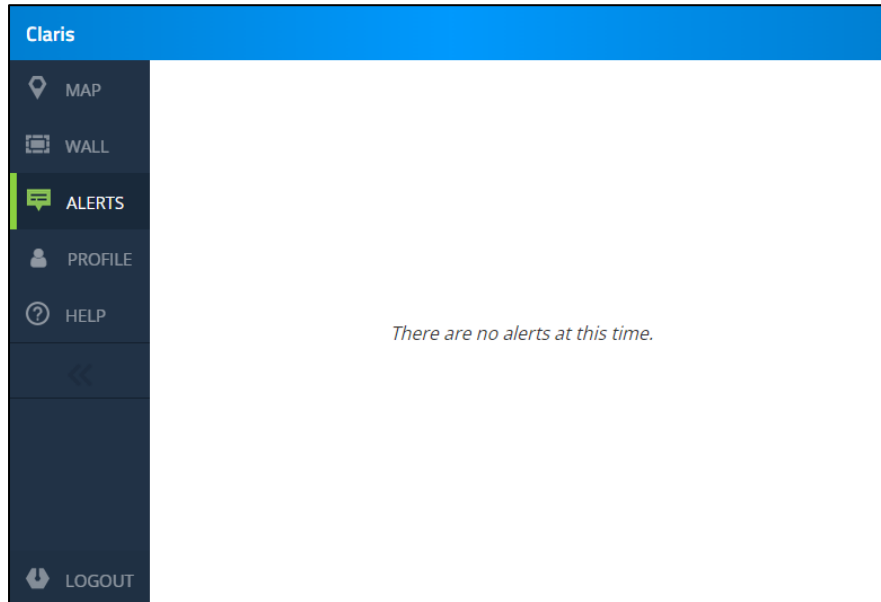
Figure 39: Alerts Page

Note: If there are no current alerts, then the Alerts page will display a message that there are no current alerts.

4.1   Scrolling Alerts

In addition to the Alerts page, global admins can send high priority alerts that scroll across the top of every Claris page in a red bar (Figure 40).
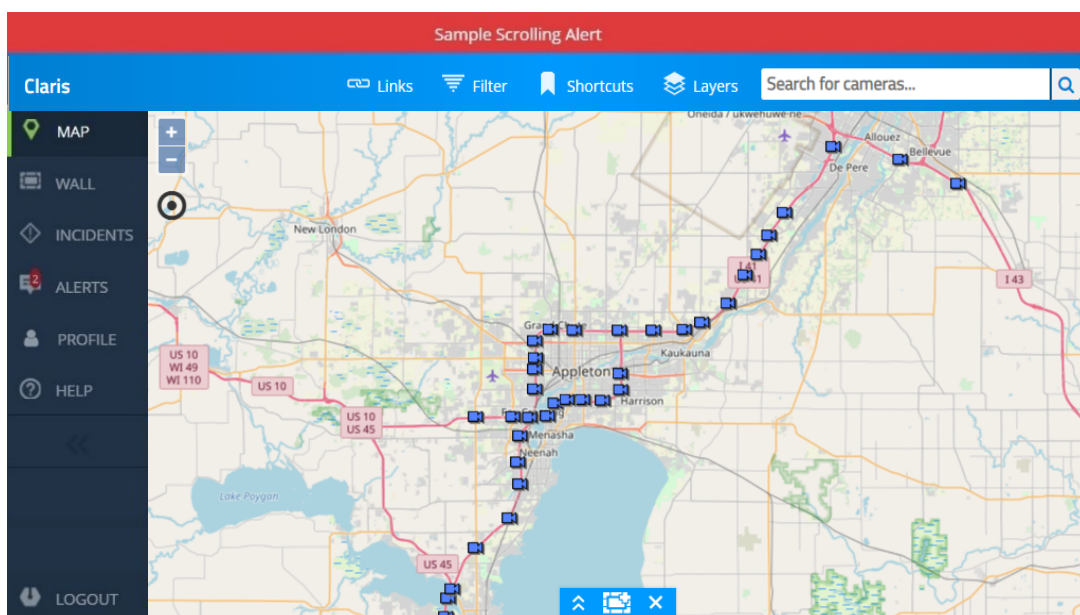

Figure 40: Scrolling Alert

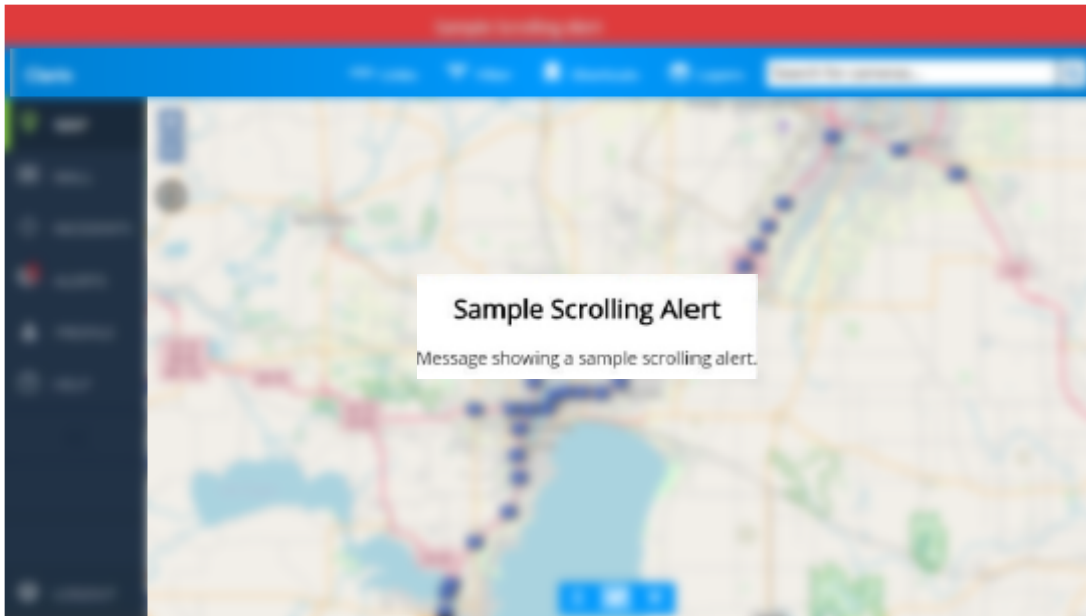Clicking on the scrolling alert will display the message (Figure 41).

Figure 41: Scrolling Alert Message

5.0 Profile Page

Section 1.2, How To Update Your Email, Phone Number, or Password, provided details how to log into Claris if a user has forgotten their password and also described how to use the Accounts page which is shown below in Figure 42.
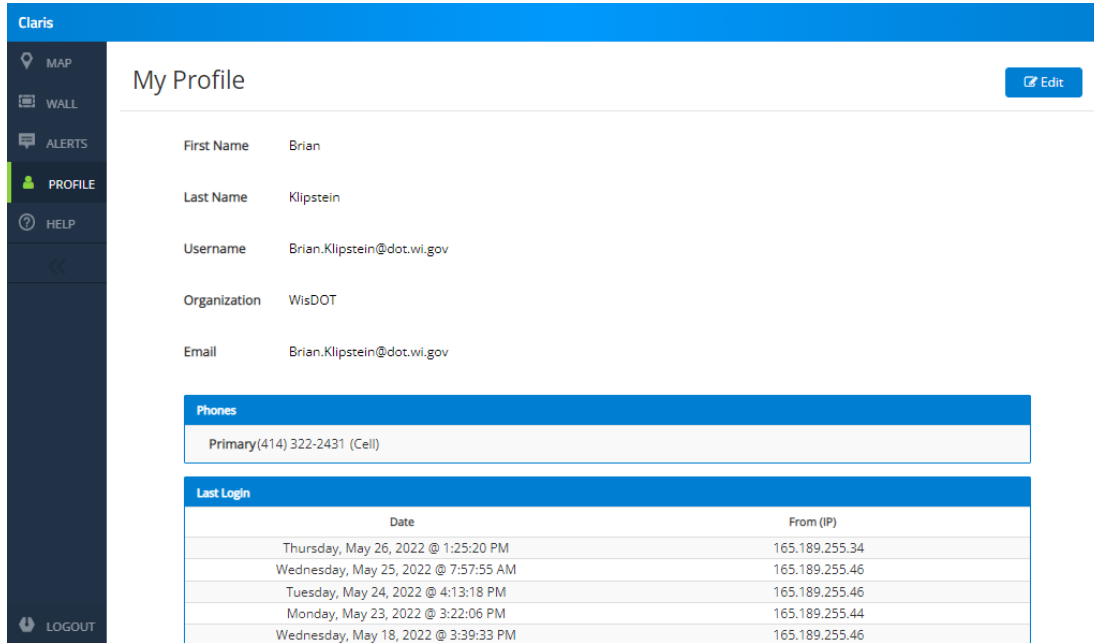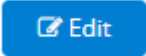

Figure 42: Profile Page

Assuming you have logged into Claris, the Accounts Page displays your account information and allows you change your phone number only.

> **Note**: You cannot edit your name, username, email address, password, and organization in Claris. Please see your Local Admin if you need to update your name, username, email address, password, or organization.

To edit account information, click the **Edit** button and the Account Page will be editable as shown below in Figure 43. Fields that are in gray are not editable while fields that are in white can be edited.
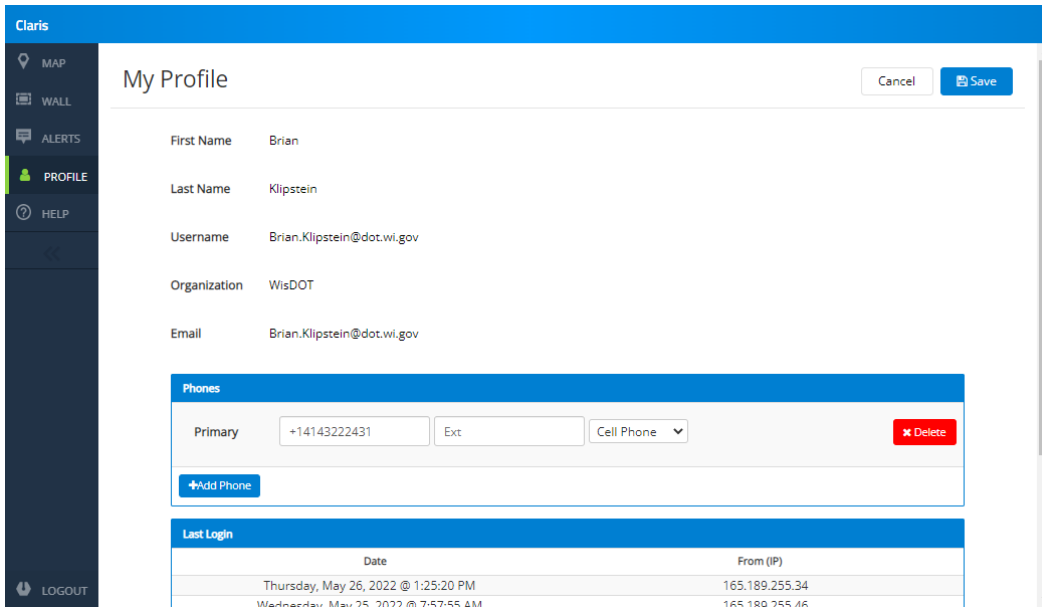
Figure 43: Editable Profile Page

You cannot edit your Name, Username, email address, password, or Organization. Contact your Claris Local Admin if any of these fields are incorrect.

Email: If the user is changing their email, enter the new information in the appropriate field as shown in Figure 44. Please note that Claris requires each user to have a unique email address.

Importance of Providing An Accurate Email:
A user's email address and username are two distinct fields in a user's Claris Account. Their unique username is the key for the system to find their account; once the account is found in Claris, the system pulls out their email address from the Email Address field. That email address is then used to communicate with the user.

Phone Number: To update a phone number, click the +Add Phone button shown above in Figure 43 and the page expands with the phone fields as shown below in Figure 44:
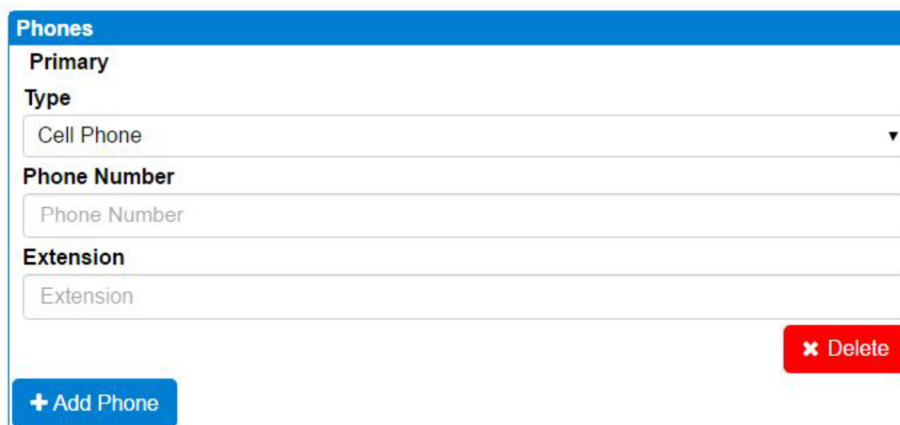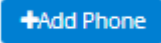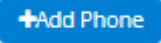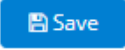

Figure 44: Profile Page Phone Fields

Note: Phone is a 9-digit field; no spaces, dashes, parenthesis are entered.

Click [+Add Phone] to save changes or [× Delete] to remove the phone information. After clicking [+Add Phone] or the [× Delete] buttons, the phone fields will collapse on the Profile page.

Click [🖫 Save] and Claris will briefly display a "Success. Updated account" message.