F.A.Q Notes for ICMyCloud

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1. Does creating an accounting cost anything upfront?

A. No. Creating a ICMyCloud account is totally **free**. Once you create an account you can then purchase a plan to record your camera streams based on your needs. We have many different plans to fit all kinds of budgets!

2. Once I signed up, I did not get a confirmation e-mail. What gives!?

A. Be sure you signed up with a valid e-mail address and it is one that is currently active. Check your spam/junk folder to be sure it wasn't flagged.

3. When I was signing up, it asked for a dealer /installer code. What is that for?

A. This is if you are dealer or installer that directly purchases from ICRealtime or its affiliates. This helps dealers track how many users they have signed up for the service and provides them management for those accounts.

4. I forgot my password and need help recovery it. Where do I start?

A. Our automated system can help you with that. Simply click on the 'Forgot Password?'. Provide the e-mail address used during setup and the system will e-mail you instructions to reset the password.

5. I'm now logged in to my account and I want to add a camera stream for the first time. What do I do?

A. First, click on the '**Devices**' option at the top. Here you will find a list of devices that have been added previously so you can easily manage them. Click on the '**Add Device**' button. Here you will need to add all needed information about the record/camera stream you will be adding. Find more information from our walkthrough by clicking here.

6. Where do I sign up to a recording plan for the recorder/camera streams I already added?

A. You should see a '**Plan:**' option under the devices you added from the main screen of your account. It should say '**unknown**' in the beginning. Click on the unknown name and a list of recording plans will be presented. Select the one that is right for you and proceed with providing payment information.

7. What if I want to cancel my subscription. How do I go about this?

A. Under the devices that are recording, click on the '**Plan:**' link. It will bring you to a page where there is a button labeled '**Cancel Plan**'. Click it and follow the prompts to cancel this subscription. Note that your plan will continue to record until it runs to the last day of what the plan was recording for.

8. I'm getting a notification that I'm exceeding the amount of data that I can use in a given day. What do I do?

A. Camera streams cannot exceed over 1Mbit/s for recording. You must lower your bit rate to 1,024KBs and lower resolution frame rate. If help with this, please contact ICRealtime's support centers to assistance.

9. I'm getting a yellow exclamation point over some of my devices I added to my account. What does this mean?

A. This is indicating that the server can no longer access those devices. Please check that you entered all the correct information of the device first. Then check if you can access the device separately instead of going through ICMyCloud. Assure the device can properly stream and adjust settings on your ICMyCloud account to assure the IP address, ports and user/password is correct.