

SECTION 7



Video Requests



Watch the
Video

What You'll Learn

- How to request and review bus video footage
- What details to include for a successful request
- How to download video files once available

Resources & Tips



Tip: The more specific your request (date, time, bus, student), the faster your video can be pulled.



Note: Videos are provided as MP4 files and can be saved for your records.

How it Works: Video Requests

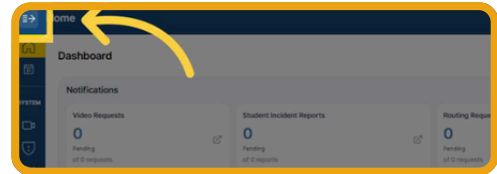
Requesting video is quick and easy with Beacon Connect. You can submit a request for footage from a specific bus, date, and time, then download and save the video once it's ready.

Videos are stored within Beacon Connect for **two business days** after they're made available. Be sure to download any videos you need to keep before they expire, so you don't lose important footage.

This guide provides step-by-step instructions for requesting video using Beacon Connect. The Video tool makes it simple to request, view, and download bus footage—all in one place—so you can quickly access the videos you need.

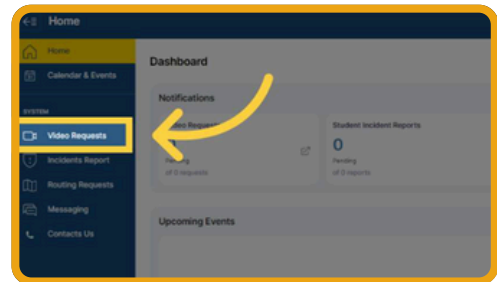
1. Expand your system tools (Optional)

Our first step is optional. Click the icon here to expand your system tools.



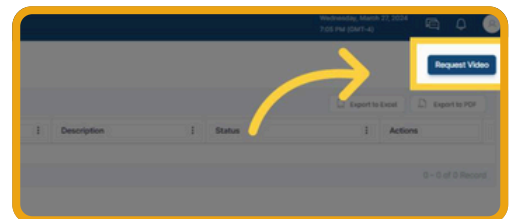
2. Select Video Requests

From the main screen, navigate to the Video Requests section and click Video Requests to open the tool.



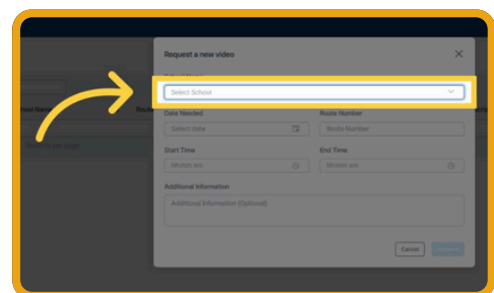
3. Click "Request Video"

On the Video Requests screen, click **Request Video** to start a new request.



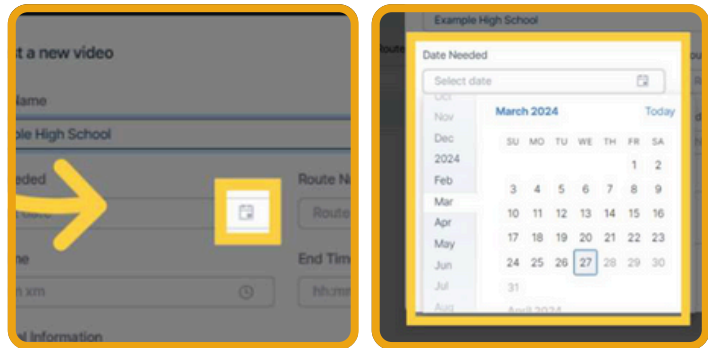
4. Click "Select School"

Start your request by clicking **Select School** to choose the relevant school for the video.



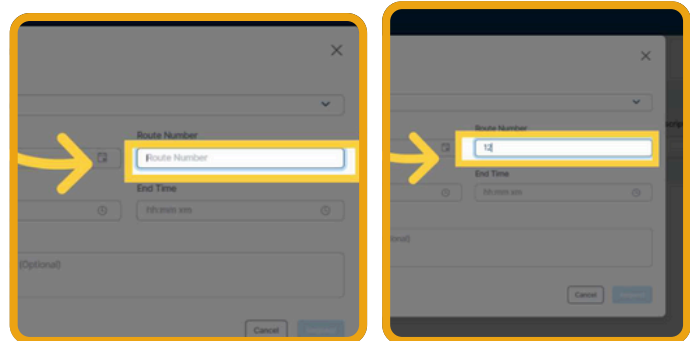
5. Choose the Date

Click the **calendar icon** and select the date for the video you need.



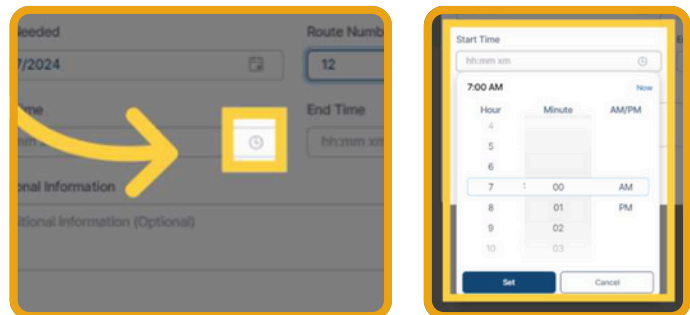
6. Select the Route Number

Click **Route Number** and select the applicable route involved in your request.



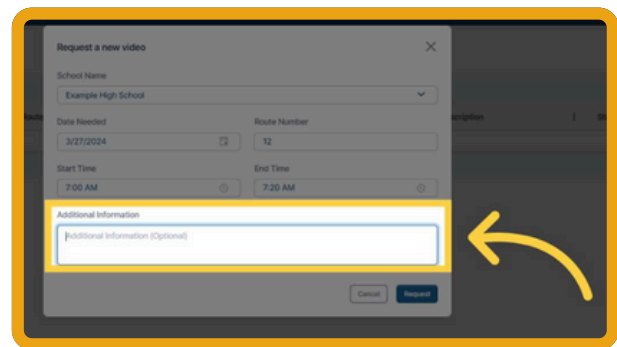
7. Set Start and End Times

Click the clock icon under **Start Time**, adjust the time, and click **Set**. Repeat this process for **End Time**.



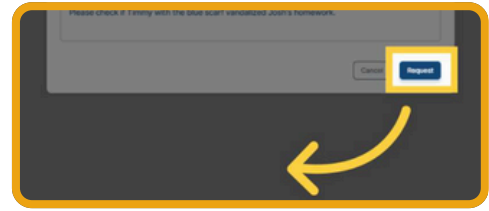
8. Additional Information

If needed, type any extra details about your request in the **Additional Information** field.



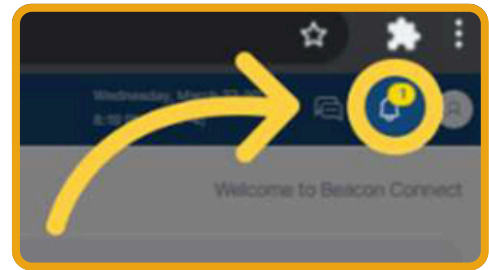
9. Send the Request

Verify all entered information, then click **Request** to send your video request to dispatch.

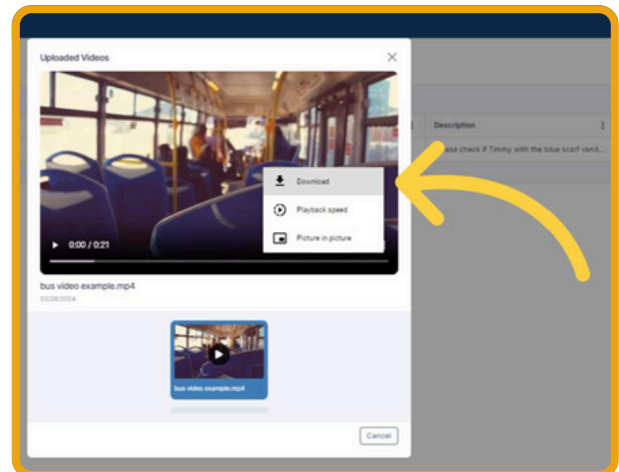
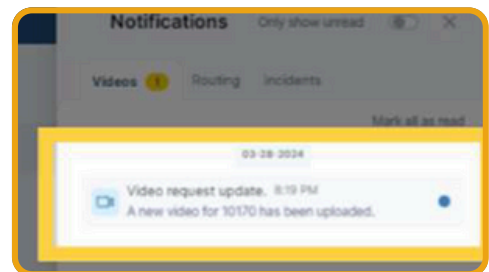


11. View and Download Video

Once your video is ready, you'll receive a notification at the **bell icon** in the top right of your screen. Click the notification to go directly to your video.



- **Play** the video in your browser by clicking the **Play icon**.
- **Download** the video to your device by clicking the three dots in the bottom right of the video player.



With the **Video Requests** tool, you can quickly access, review, and download important footage—helping you resolve issues and keep your transportation system running smoothly.