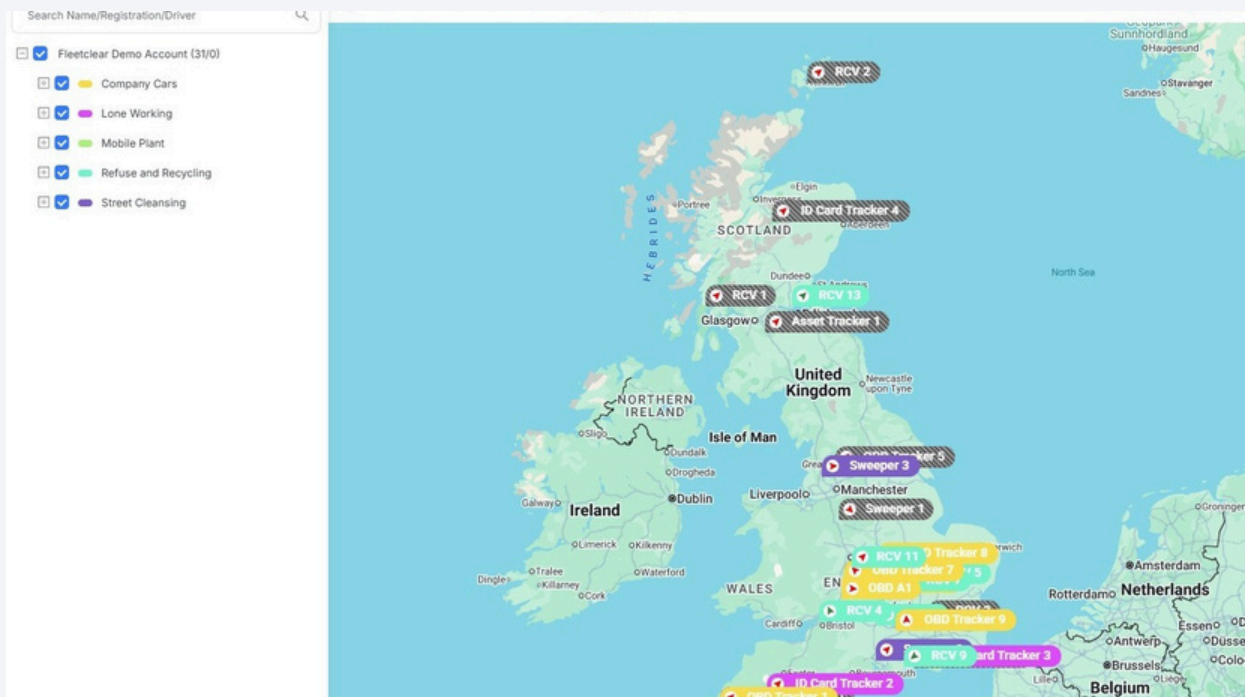




Best Practice Guide for Footage Retrieval from Fleetclear Connect

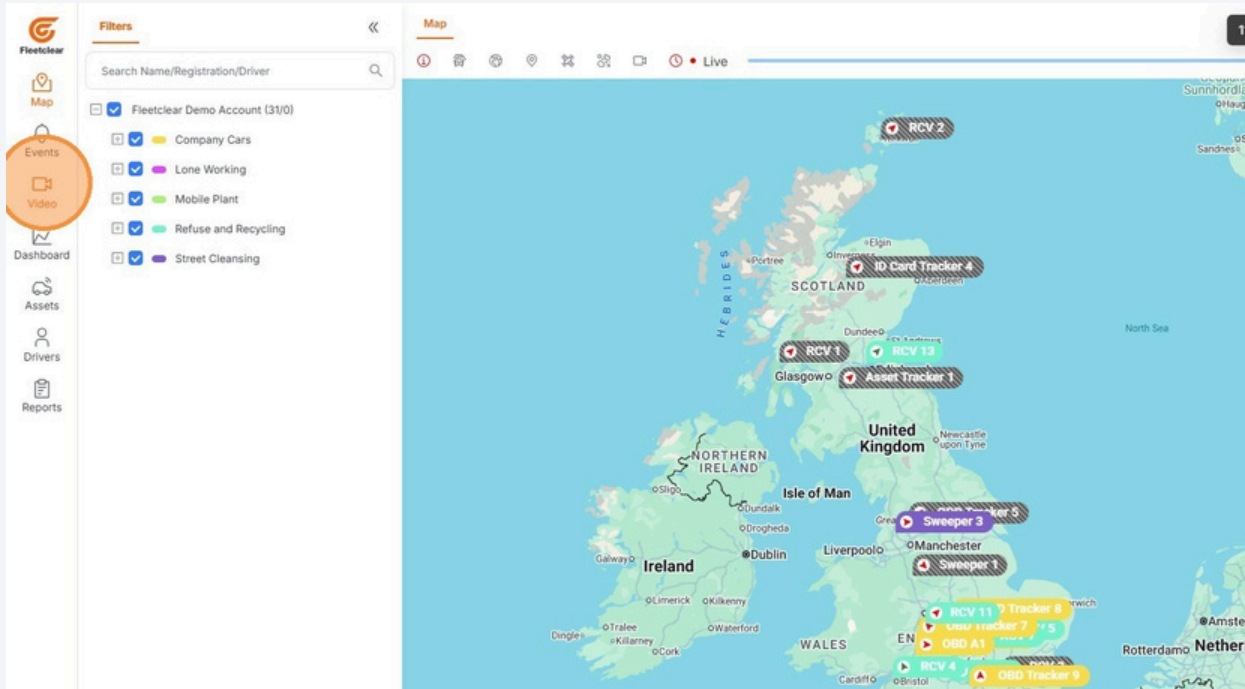
This guide offers a comprehensive overview of how to efficiently retrieve and manage video footage from Fleetclear Connect, making it essential for fleet managers and operators. It simplifies the process of searching for specific footage by providing step-by-step instructions, ensuring users can quickly access the information they need. Additionally, it highlights best practices for sharing and downloading footage, enhancing collaboration among team members. By following this guide, users can streamline their footage retrieval process and improve operational efficiency.

- 1 Navigate to <https://app.fleetclear.com/>

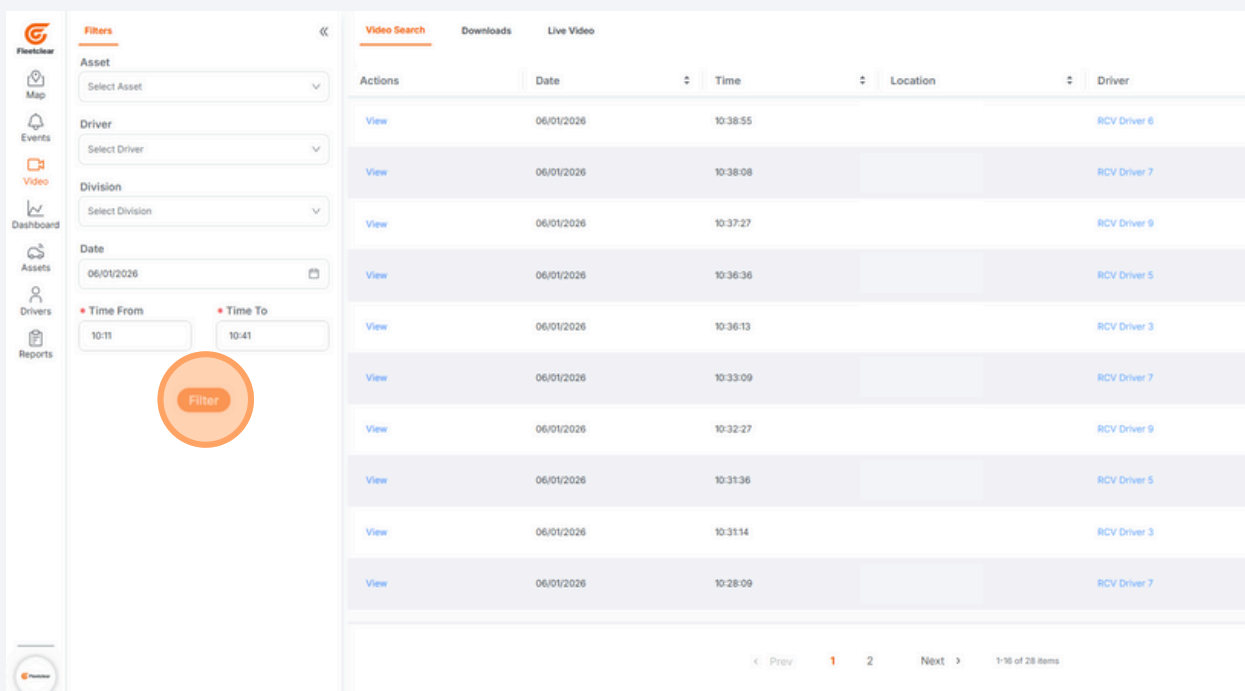


Footage Retrieval from Video Search

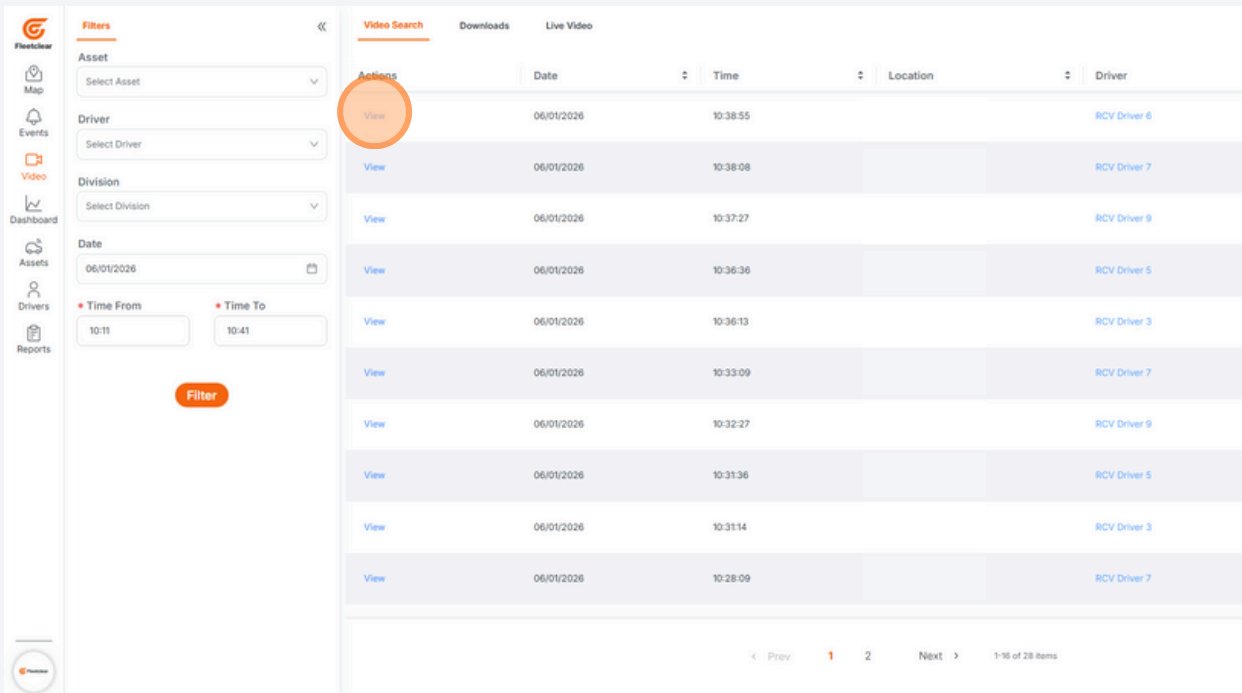
2 From the side panel menu, click on Video.



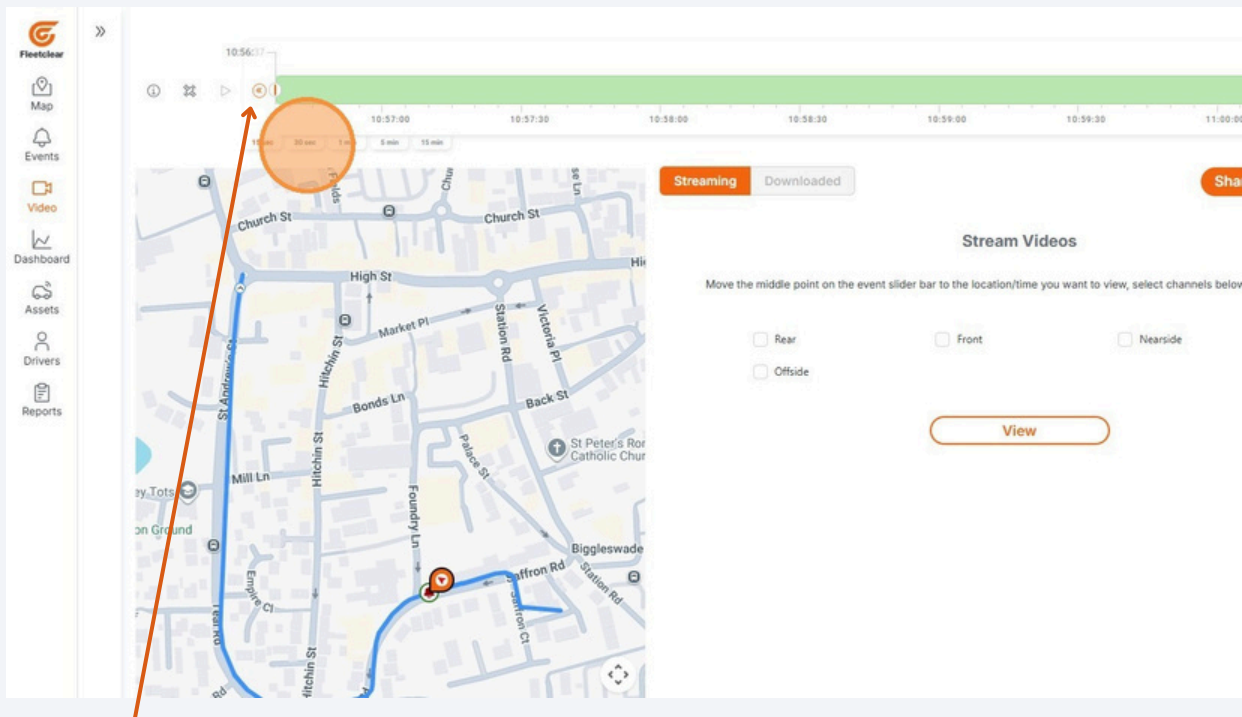
3 Select your asset, driver or division. Along with the date and time stamp of the footage you require. It is best practice to try and aim for a 30 minute window of time.



- 4 Once you've found the timestamp closest to your required search parameters, click View.



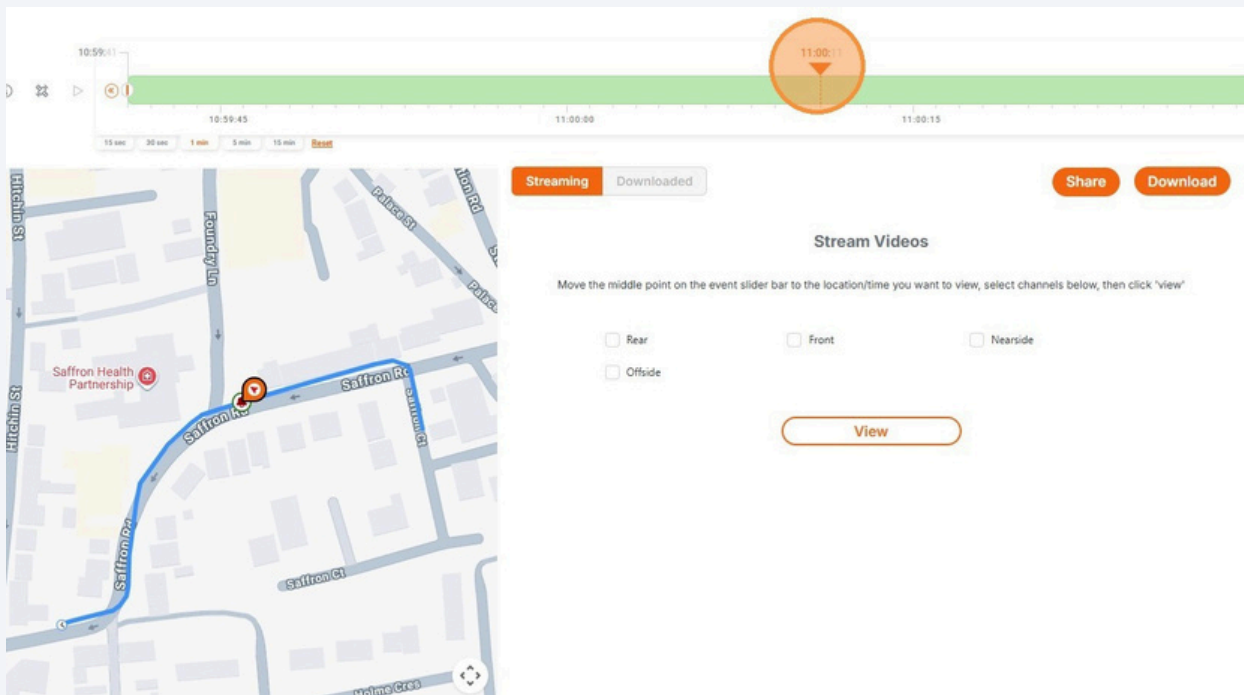
- 5 You can toggle the time periods the timeline shows from 15 seconds to 30 seconds to 1 minute, 5 minutes and 15 minutes. Select the timeframe most desired.



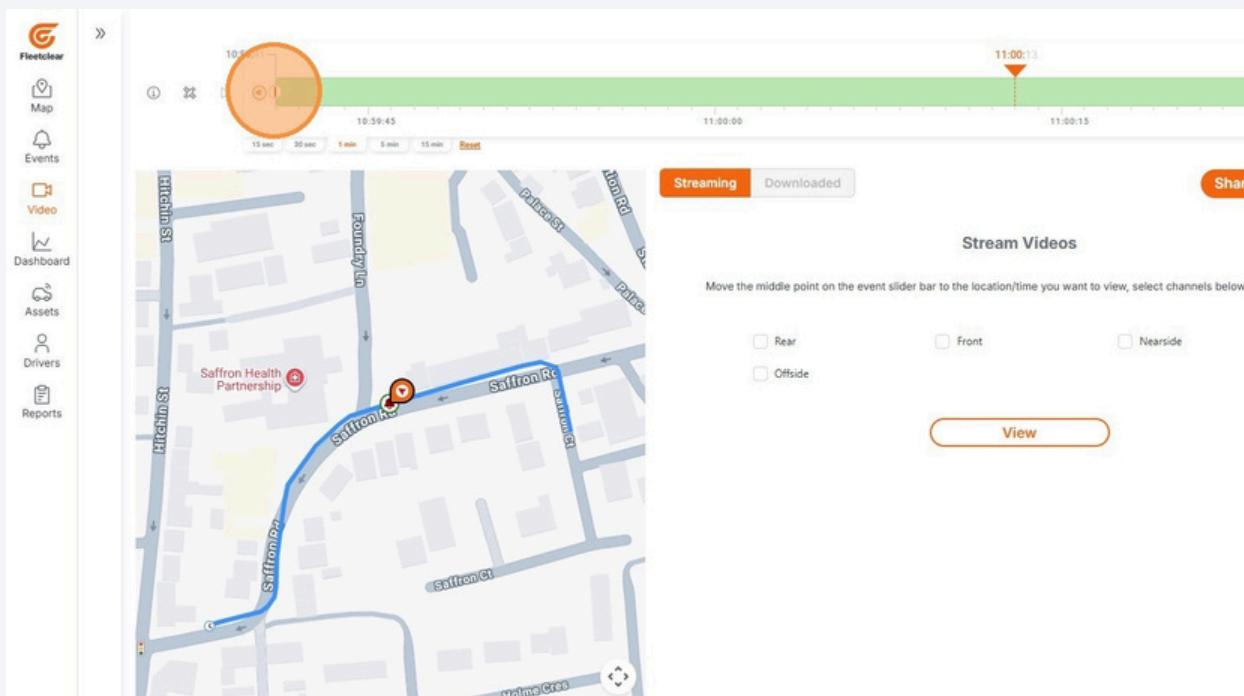
Double arrows indicated above allows you to skip to another time segment.



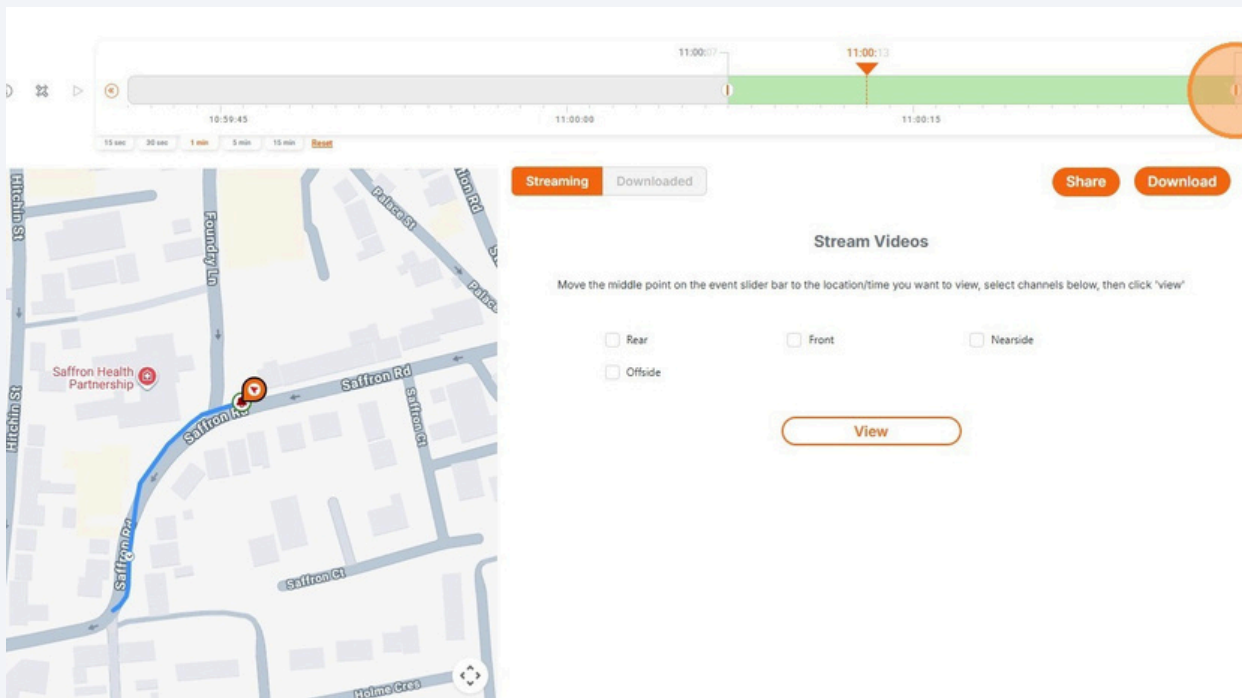
- 6 Using the Orange Triangle on the Timeline, move this along to track your asset to the area of the journey desired for footage retrieval.



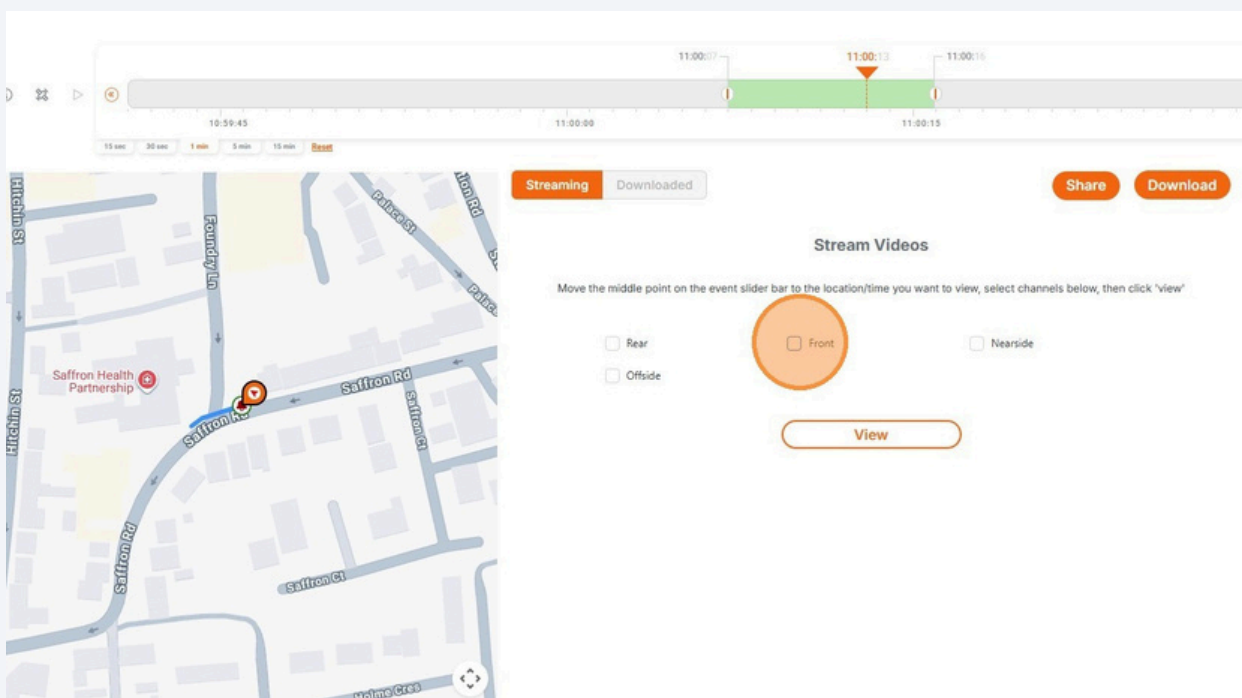
- 7 Take the trim to just before the asset on the timeline.



8 And then just after the asset to get a few moments either side.

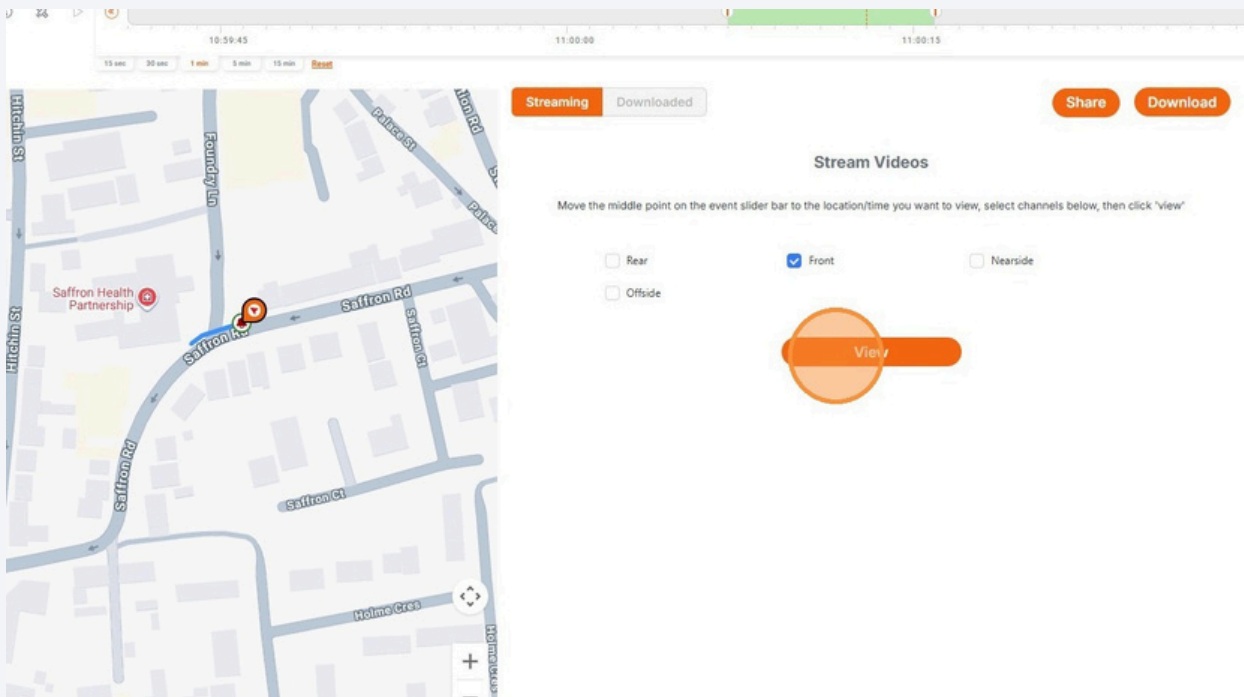


9 Once you've got your desired timeframe on the timeline, you can then select one or more cameras available on your asset. For the purpose of this guide, we will select 1 camera, the Front.



10

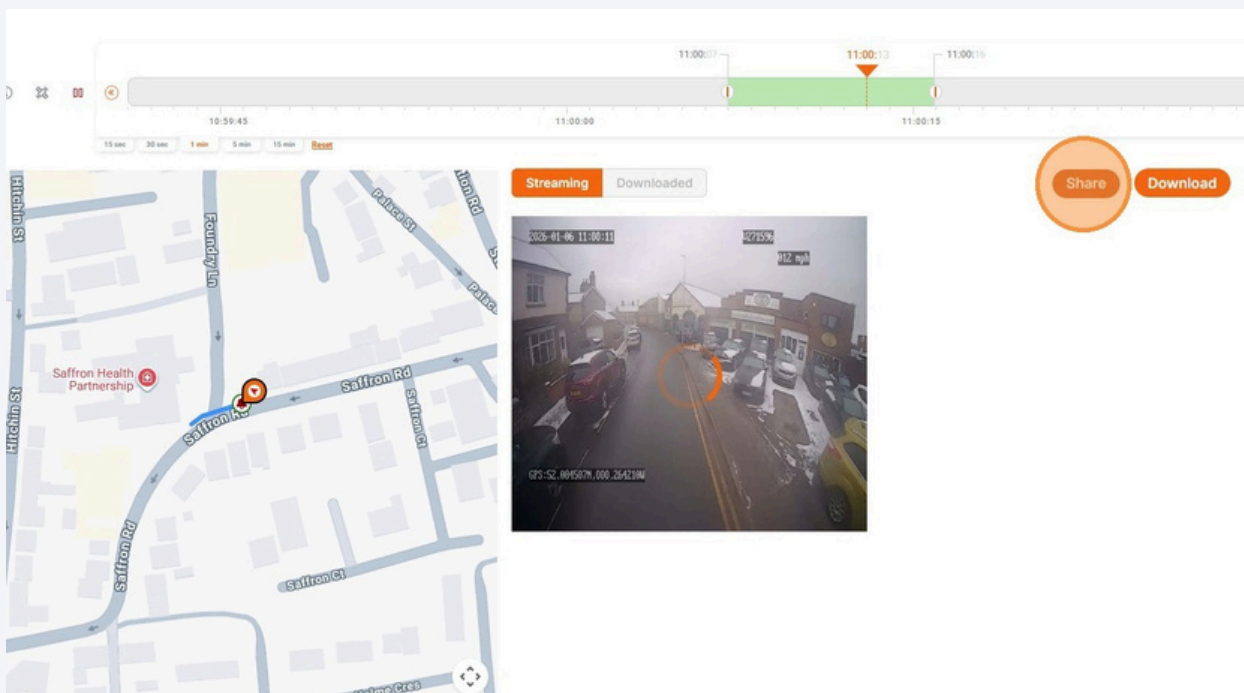
Click "View" to stream the video within the platform. This is recommended. Please note, streaming is only available when the asset is online and there is a stable 4G connection.



If the asset is offline, a 'Request for Later' button will appear. Clicking this will request footage when asset is next online.

11

Once you have trimmed the footage to the desired timeframe, you can either Share or Download your footage. To Share, Click "Share".

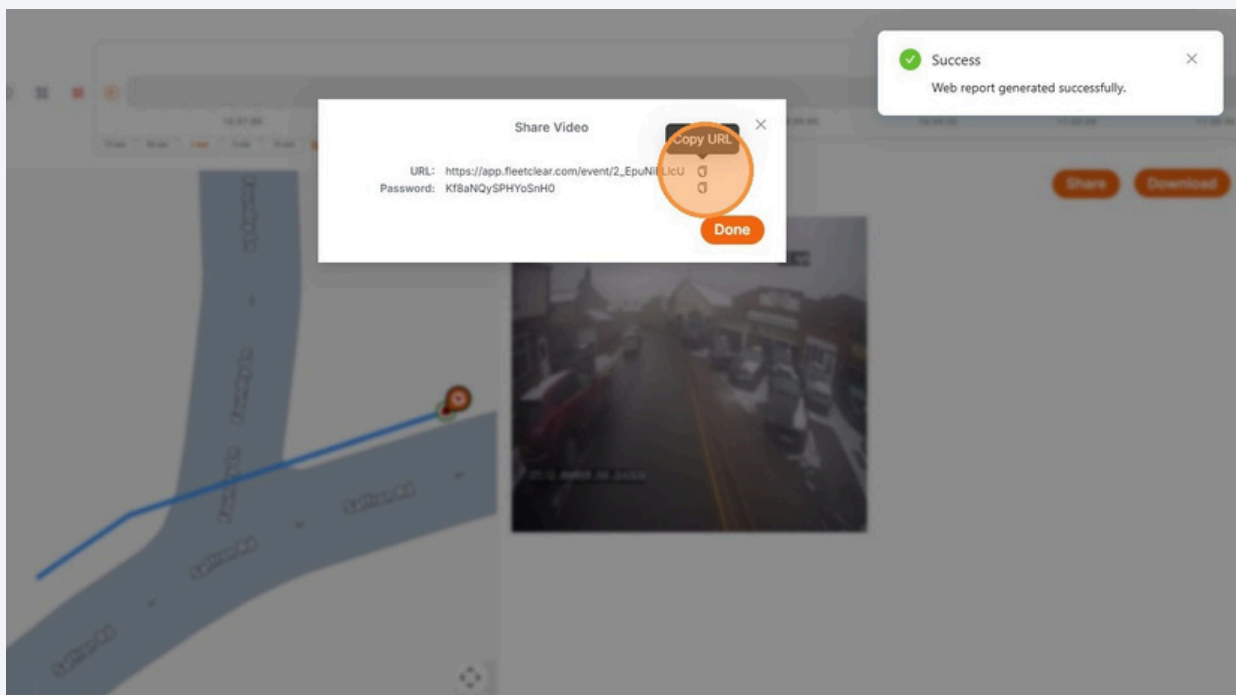


It is advisable to keep the footage concise while utilizing the appropriate cameras. Shorter clips along with fewer cameras result in quicker download times.



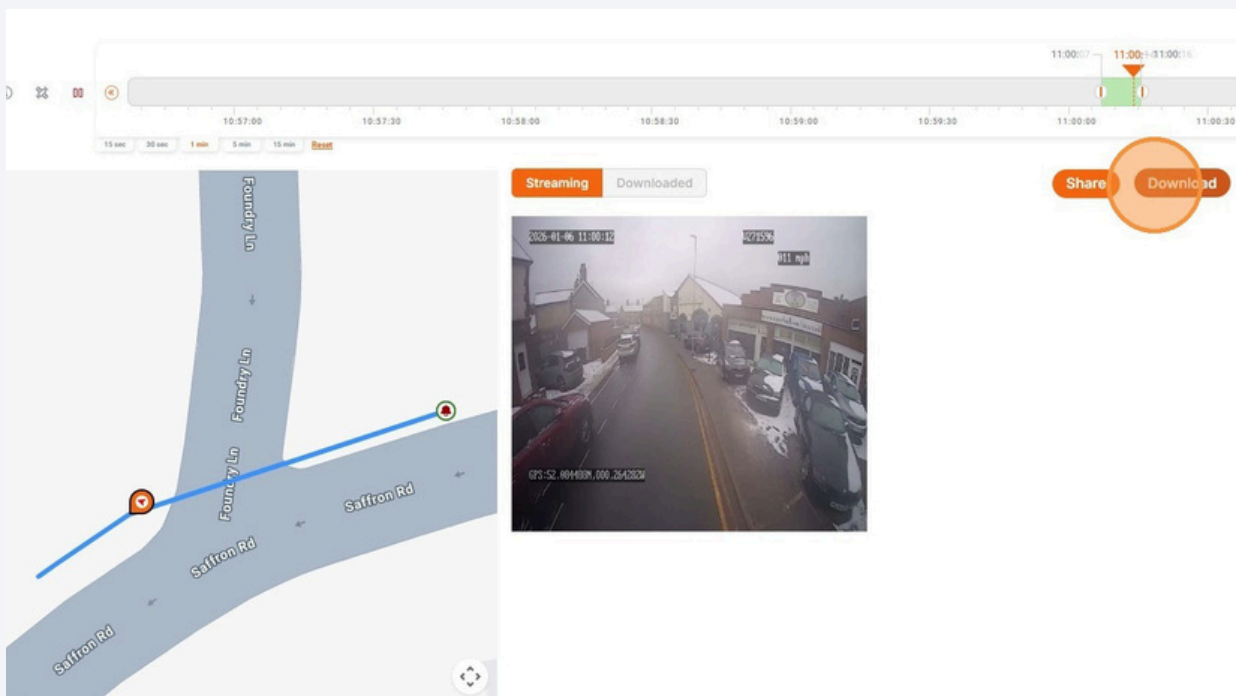
12

You can copy the unique URL and password to your clipboard and share them internally with colleagues or third parties outside of the Platform.



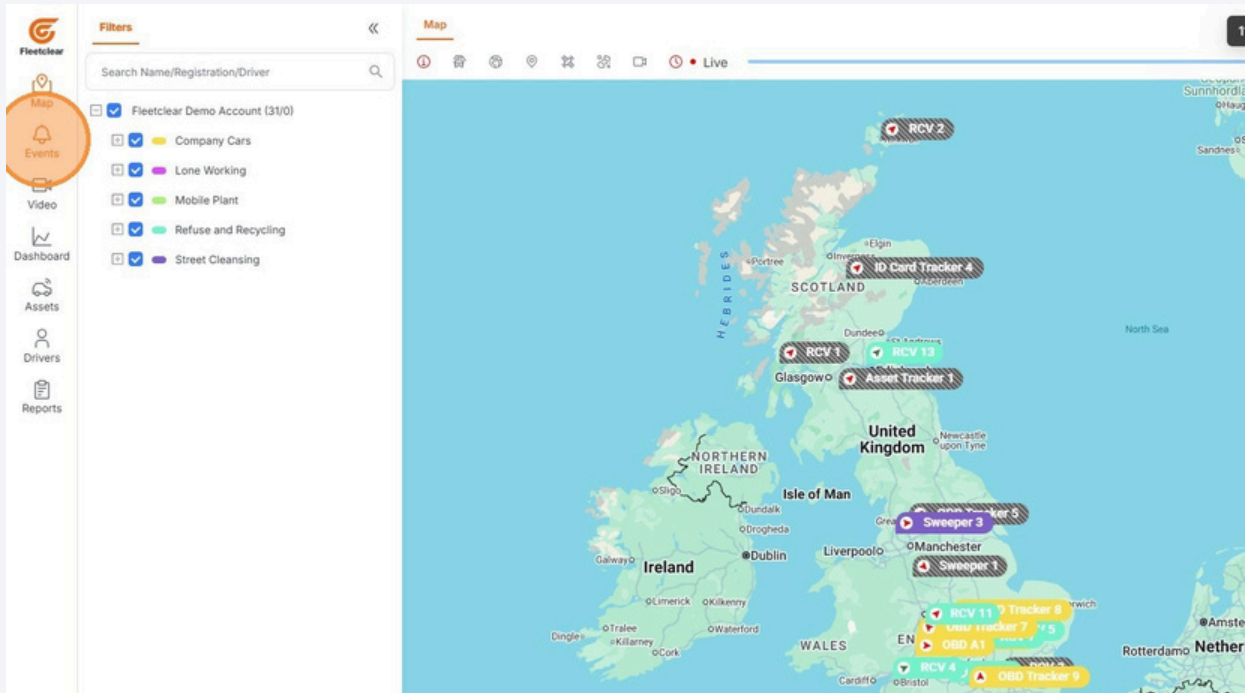
13

To download the footage file, Click "Download". You will be notified by the email address registered on your account once this is ready.

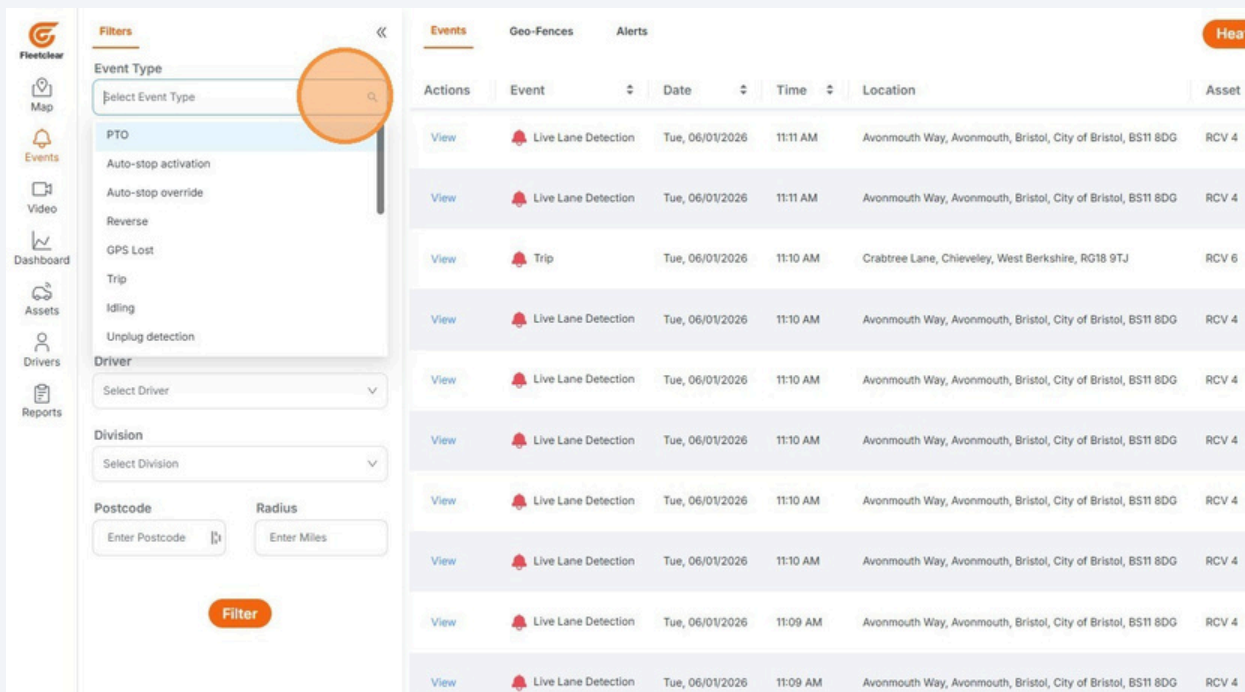


Footage Retrieval from Events

14 From the main Map dashboard, Click "Events" in the left-hand panel menu.



15 Search by Event Type, Asset, Date From and To, Start Hour, End Hour, Driver, Division, Postcode or Radius.



16

Click "Filter" once you have entered in your search parameters.

The screenshot shows the Fleetclear interface with search filters on the left and a list of events on the right. The filters include Asset (RCV 5 [RCV05]), Date From (06/01/2026), Date To (06/01/2026), Start Hour (10:13), End Hour (11:13), Driver (Select Driver), Division (Select Division), Postcode (Enter Postcode), and Radius (Enter Miles). The 'Filter' button is highlighted with an orange circle. The event list on the right shows multiple 'Live Lane Detection' events for asset RCV 4 on Tuesday, 06/01/2026, at various locations in Avonmouth, Bristol.

17

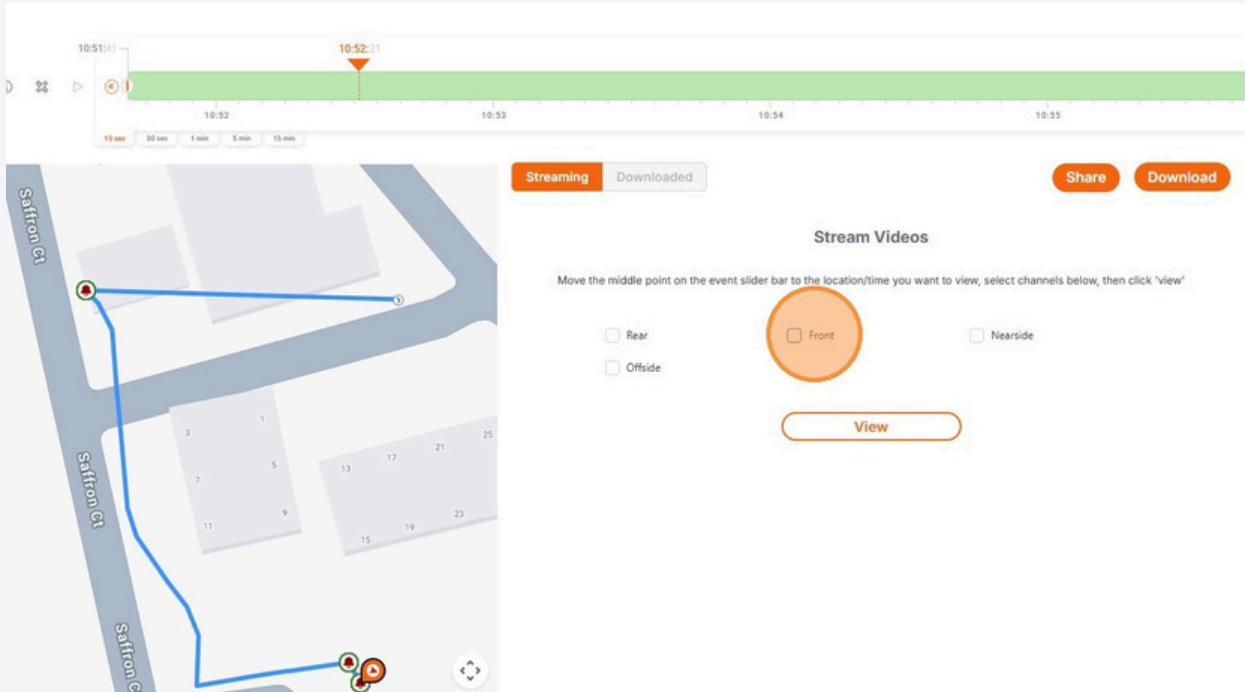
Find the event from the filtered list and Click "View"

The screenshot shows the Fleetclear interface with search filters on the left and a list of events on the right. The filters include Event Type (Select Event Type), Asset (RCV 5 [RCV05]), Date From (06/01/2026), Date To (06/01/2026), Start Hour (10:13), End Hour (11:13), Driver (Select Driver), Division (Select Division), Postcode (Enter Postcode), and Radius (Enter Miles). The 'Filter' button is highlighted with an orange circle. The event list on the right shows four events for asset RCV on Tuesday, 06/01/2026, at various locations in Biggleswade, Central Bedfordshire. The 'View' button for the first event is highlighted with an orange circle.



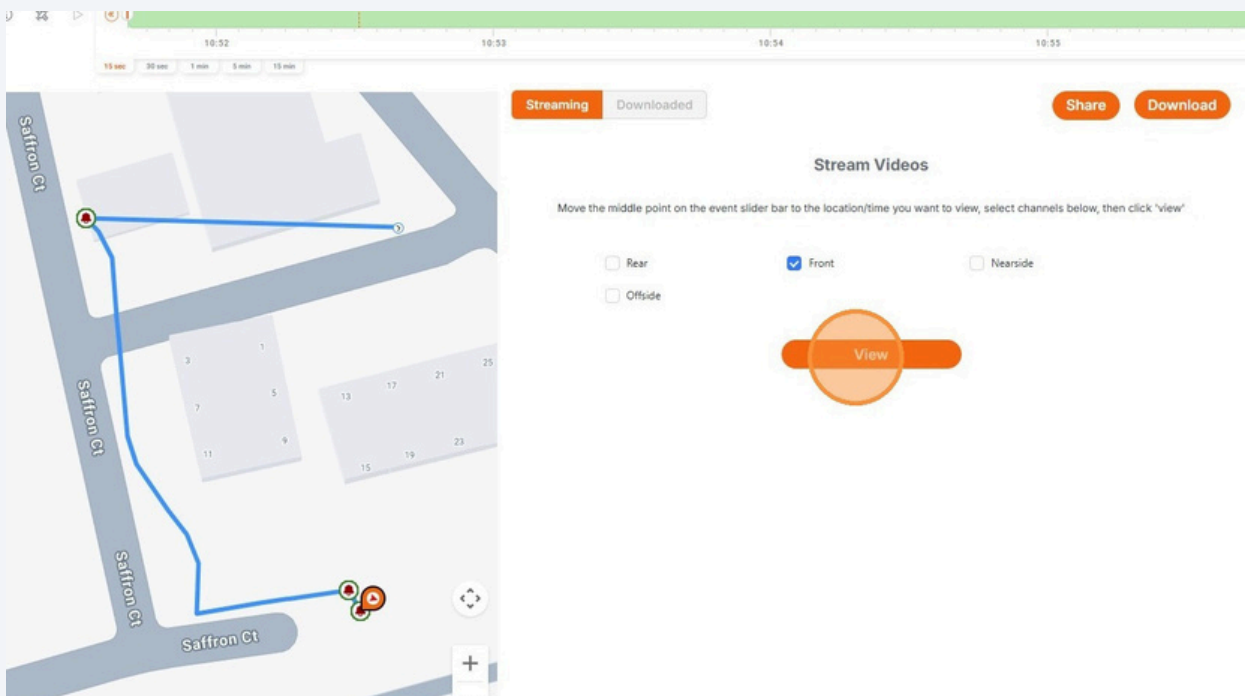
18

You can adjust the window of time from 15 seconds to 30 seconds, 1 minute, 5 minutes and 15 minutes. This will give you the assets location on the journey at the time of the events indicated by the Warning Bell icons on the map.

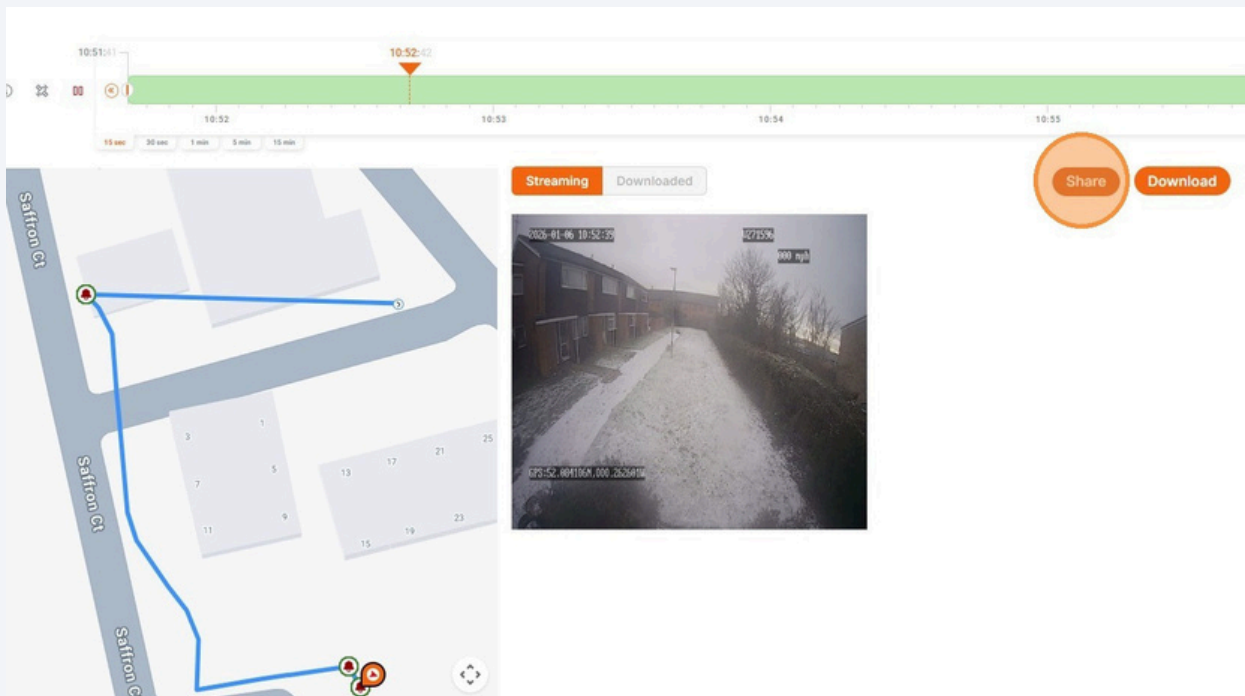


19

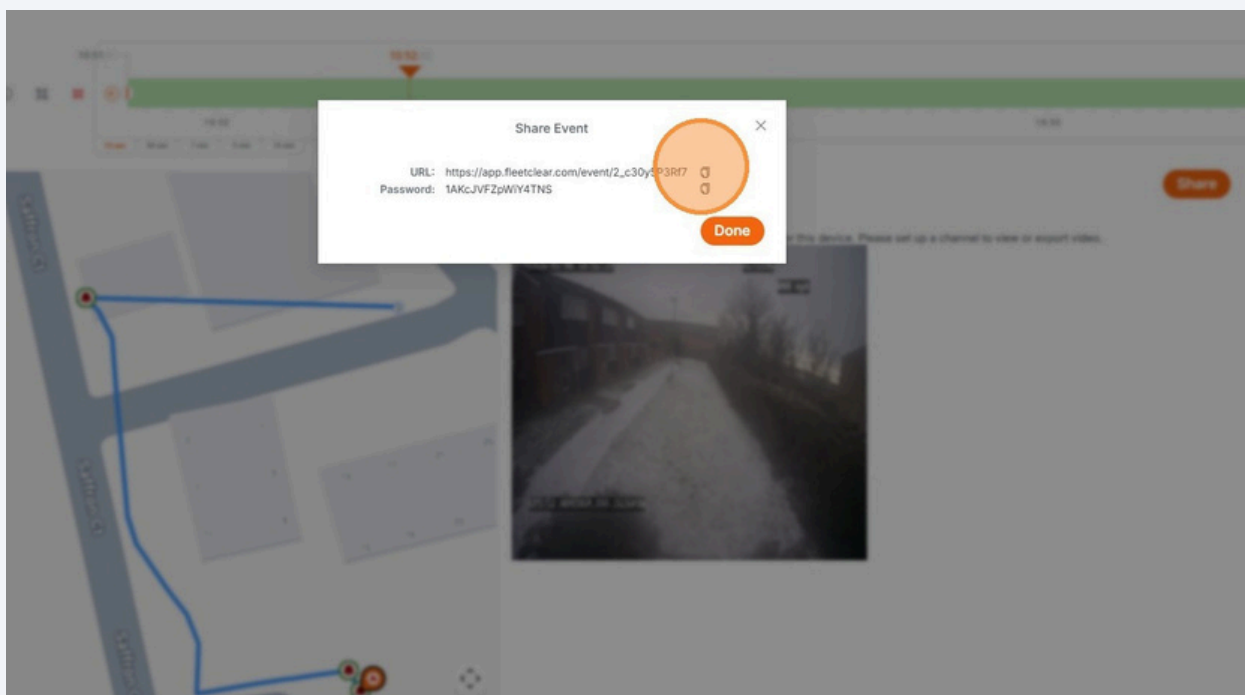
Select the camera or cameras you'd like to stream. For the purpose of this guide, I have selected "Front" and then clicked "View".



- 20 Once you have got the selection you desire, you can either share or download your footage. To Share, Click "Share".



- 21 You can copy the unique URL and password to your clipboard and share them internally with colleagues or third parties outside of the Platform.



Accessing Your Footage Downloads

22 Navigate to "Video" in the left-hand menu panel. From here, Click "Downloads".

The screenshot shows the Fleetclear interface. On the left, the 'Video' menu item is selected. The main content area displays a table of download requests. The 'Downloads' tab is highlighted in the top navigation bar. The table has the following columns: Actions, Date, Time, Location, and Driver. The data rows are as follows:

Actions	Date	Time	Location	Driver
View	06/01/2026	11:06:13	(No GPS data)	RCV Driver 3
View	06/01/2026	11:01:13	(No GPS data)	RCV Driver 3
View	06/01/2026	10:56:37	(No GPS data)	RCV Driver 5
View	06/01/2026	10:56:13	(No GPS data)	RCV Driver 3
View	06/01/2026	10:51:36	(No GPS data)	RCV Driver 5
View	06/01/2026	10:51:13	(No GPS data)	RCV Driver 3
View	06/01/2026	10:46:36	(No GPS data)	RCV Driver 5
View	06/01/2026	10:46:13	(No GPS data)	RCV Driver 3
View	06/01/2026	10:41:36	(No GPS data)	RCV Driver 5
View	06/01/2026	10:41:14	(No GPS data)	RCV Driver 3

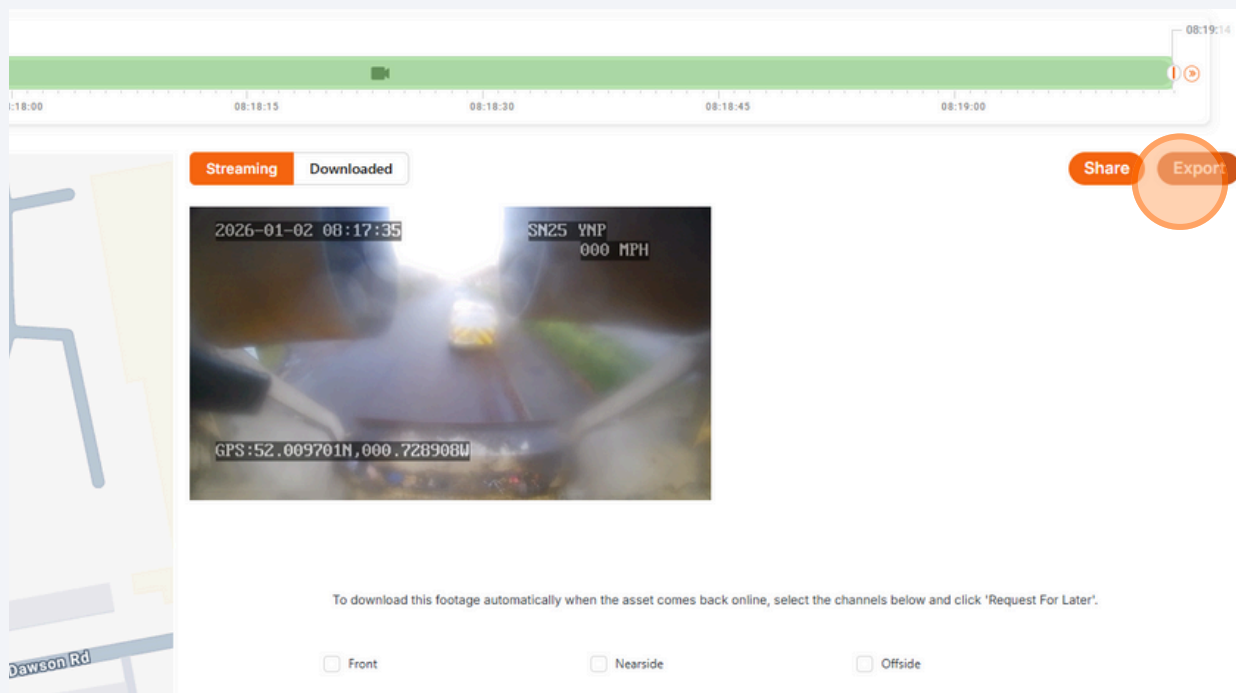
23 You will find a list of download requests and their current status i.e. "Processing" or "Ready to view".

The screenshot shows the Fleetclear interface. On the left, the 'Video' menu item is selected. The main content area displays a table of download requests. The 'Downloads' tab is highlighted in the top navigation bar. The table has the following columns: Actions, Reference, Status, Asset, Driver, Date, Start Time, End Time, and Location. The data rows are as follows:

Actions	Reference	Status	Asset	Driver	Date	Start Time	End Time	Location
View	(Not Set)	Processing	RCV07	RCV Driver 7	02/01/2026	08:17:33	08:19:14	Clarke Road, Bletchley am
View	(Not Set)	Ready to view	RCV08	RCV Driver 8	16/12/2025	09:15:21	09:19:25	-
View	(Not Set)	Ready to view	RCV08	RCV Driver 8	10/12/2025	10:14:58	10:15:33	Chestnut Grove, Benfleet,
View	(Not Set)	Ready to view	RCV03	RCV Driver 3	19/11/2025	10:36:04	10:38:06	-
View	(Not Set)	Ready to view	RCV03	RCV Driver 3	05/11/2025	04:38:33	04:43:33	-
View	Example	Ready to view	RCV03	RCV Driver 3	05/11/2025	02:48:25	02:53:25	-
View	Example	Ready to view	RCV03	RCV Driver 3	31/10/2025	12:19:22	12:23:04	-
View	(Not Set)	Ready to view	RCV08	RCV Driver 8	28/10/2025	09:38:32	09:40:26	-
View	(Not Set)	Ready to view	RCV03	RCV Driver 3	17/10/2025	02:56:47	03:01:47	-
View	(Not Set)	Ready to view	RCV03	RCV Driver 3	08/10/2025	11:22:49	11:24:42	M11, Theydon Garnon, Th



- 24 Click "View" to watch footage. Then click "Export" Twice to download a copy to your device.



Please note, downloaded footage requests sit on the cloud for 90 days.

- 25 You can add additional cameras to download footage from later by clicking the 'i' icon next to 'Ready to View'.

