



Action Is Required from Evidence Manager Users

Safe Fleet Account Registration will be mandatory with the latest released version

At Safe Fleet, we are dedicated to enhancing the security and functionality of our products to provide you with exceptional user experience. We are pleased to inform you of a significant update to our Evidence Manager playback software, which will take effect starting with 64-bit version 25.4 and 32-bit version 3.6.19.

You are an existing account holder if you have a valid login for Safe Fleet Nexus or Commander products. No action is required for users of these products.

Introduction of Safe Fleet Account Requirement

With this latest release, the use of our Evidence Manager software will require a Safe Fleet account. This initiative is part of our commitment to increasing cybersecurity and simplifying your user experience.

What does this mean for you?

- **Enhanced Security:** A Safe Fleet account strengthens security measures, reducing the potential for unauthorized access.
- **Simplified Access:** By enabling Single Sign on (SSO), a single account allows you to access all Safe Fleet applications seamlessly.
- **Efficient Support:** Having a unified account enables our support team to assist you more quickly and effectively.

ACTION REQUIRED

Know how to confirm whether you have a Safe Fleet Cloud account [here](#)

If you do not already have a Safe Fleet Cloud account login

- Account Setup: We strongly encourage all non-registered users to set up their Safe Fleet account at the earliest convenience to ensure uninterrupted access to Evidence Manager.

Creating your user account is straightforward, and you'll use your email address as your username. Rest assured, we'll only send you emails that are critical for managing your account and keeping it secure.

- Please use the following link or scan the provided QR code to register: [SSO Registration Form](#)
- Once Safe Fleet verifies your registration intent and confirms that you don't have a Safe Fleet Cloud account, you will receive an Activation email along with additional instructions. You can then complete your account setup and log into Safe Fleet Community to download the appropriate version of Evidence Manager.
- Read the Account Registration FAQ in the next section below.



Existing account holders

Software Update: For users with existing Safe Fleet accounts, no additional registration is required. **Please ensure you upgrade to Evidence Manager 64-bit version 25.4 or later, or to Evidence Manager 32-bit version 3.6.19 or later.**

EVIDENCE MANAGER

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Evidence Manager Account Registration FAQ

1	I've been using the Evidence Manager desktop application without needing to log in. Why has this changed?	<p>We've updated our desktop application to include a login feature, bringing you several key benefits and enhancements to your user experience. Here are a few ways the new login requirement is designed to benefit you:</p> <ol style="list-style-type: none">1. Enhanced Integration with Cloud Services: By logging in, you gain seamless access to our cloud services without the need to manage multiple accounts or remember additional passwords. This integration allows for smoother synchronization across devices and easier access to your data.2. Streamlined License Management: The login feature helps simplify the way licenses are managed. This is part of our commitment to making the administrative aspects as straightforward and hassle-free as possible.3. Improved License Renewal Process: With direct login capabilities, we can further improve the process of renewing your license, ensuring uninterrupted service and access to the latest features.4. Increased Security: Your security is paramount. The login requirement adds an additional layer of protection for your data and personal information, aligning with best practices in software security. <p>We understand that changes like these may require some adjustments, and we are here to support you every step of the way. If you have any questions or need assistance with the new login process, please do not hesitate to contact our support team.</p>
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2	<p>Why do I need to update to Evidence Manager 64-bit v25.4 or later, or to Evidence Manager 32-bit v3.6.19 or later?</p>	<p>Your current Evidence Manager license expires on July 29th, 2025. Starting in June, we have streamlined our license renewal process, so that our customers don't have to update licenses. The latest version of Evidence Manager, scheduled to be released in June, has been unified with Safe Fleet cloud licensing and eliminates the need for yearly renewals.</p>
3	<p>What are the benefits to update to Evidence Manager 64-bit version 25.4 or later, or 32-bit version 3.6.19 or later?</p>	<p>Evidence Manager Safe Fleet leverages our existing Single Sign On (SSO) technology to enhance cybersecurity and simplify user experience. This update also builds the future pathway for integrated video evidence access logging, and chain of custody.</p> <ul style="list-style-type: none"> • Enhanced Security: A Safe Fleet account strengthens security measures, reducing the potential for unauthorized access. • Simplified Access: By enabling Single Sign On (SSO), a single account allows you to access all Safe Fleet applications seamlessly. • Efficient Support: Having a unified account enables our support team to assist you more quickly and effectively. <p>The latest version of Evidence Manager, scheduled to be released in June, does not need any yearly license registration. We have deprecated this yearly license registration process so that our customers can use the Evidence Manager application seamlessly.</p>
3	<p>What happens if I don't update to Evidence Manager 64-bit v25.4 or later, or to Evidence Manager 32-bit v3.6.19 or later, upon their release in June 2025?</p>	<p>We will work with our customers to address any concerns, ensuring they can download and install the latest version of Evidence Manager to be released in June. Any version prior to the June 2025 release has a license valid until July 29, 2025. When the license expires, Evidence Manager will not be accessible.</p>

4	Our agency has many Evidence Manager users. Is there a way to simplify licensing?	The latest Evidence Manager, scheduled to be released in June, simplifies the licensing process. Previously, when there were multiple Evidence Manager installations at a customer location, every installation had to go through manual license registration using a license file provided by Safe Fleet. This license registration method was costly, prone to errors, and had multiple failure points. With the upcoming version of Evidence Manager, there is no license registration. As long as the user has a valid Safe Fleet account, they can continue using Evidence Manager without interruption.
5	As a Nexus Video Management customer logging into the Safe Fleet cloud account, do I need to register a new Safe Fleet cloud user account to use Evidence Manager 64-bit version 25.4 or later, or 32-bit version 3.6.19 or later, starting from their release in June 2025?	Your existing Safe Fleet account will allow you to log in to Evidence Manager. Once the latest version of Evidence Manager is released, please download it from our Safe Fleet Community. You will be asked to log in upon start-up. Please log in using your existing Safe Fleet cloud account credentials. No other action is required.
6	As a Commander (aka Safe Fleet Cloud Video Management) customer logging into the Safe Fleet cloud account, do I need to register a new Safe Fleet cloud user account to use Evidence Manager 64-bit version 25.4 or later, or 32-bit version 3.6.19 or later, starting from their release in June 2025?	Your existing Safe Fleet account will allow you to log in to Evidence Manager. Once the latest version of Evidence Manager is released, please download it from our Safe Fleet Community. You will be asked to log in upon start-up. Please log in using your existing Safe Fleet cloud account credentials. No other action is required.

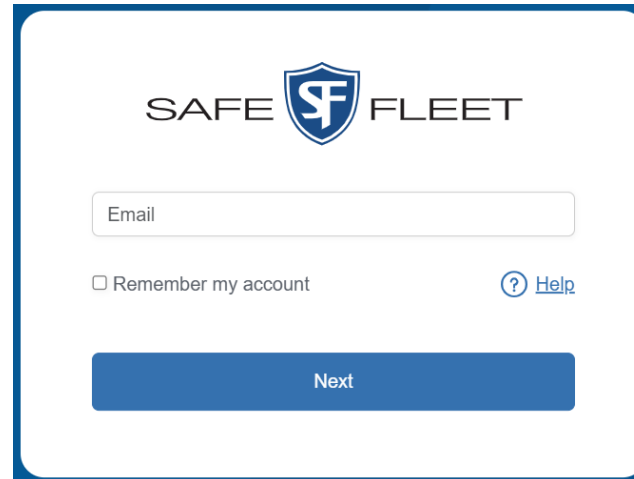
7	<p>As a Depot Manager customer who doesn't use any of the Safe Fleet cloud web-based applications, do I need to register a new Safe Fleet cloud user account to use (64-bit version 25.4 or later, or 32-bit version 3.6.19 or later) starting from their release in June 2025?</p>	<p>A new Safe Fleet cloud account is required for users to access Evidence Manager. Please review the information on Account Registration at the beginning of this document to know more.</p> <p>Please note that the current Depot Manager login cannot be used to log in to Evidence Manager.</p>
8	<p>I use SEON DVRs and Evidence Manager, but I don't use any of the Safe Fleet cloud web-based applications. Do I need to register a new Safe Fleet cloud user account to use (64-bit version 25.4 or later, or 32-bit version 3.6.19 or later) starting from their release in June 2025?</p>	<p>A new Safe Fleet cloud account is required for users to access Evidence Manager. Please review the information on Account Registration at the beginning of this document to know more.</p> <p>Please note that once an account is created, you will receive an email prompting you to set your password.</p>

9	<p>How do I create a Safe Fleet cloud user account to use Evidence Manager (64-bit version 25.4 or later, or 32-bit version 3.6.19 or later) starting from their release in June 2025? What information will be required to create this account?</p>	<p>Please review the information on Account Registration at the beginning of this document to know more.</p> <p>Please note that once an account is created by Safe Fleet, you will receive an email prompting you to set your password.</p>
10	<p>How soon can I create a Safe Fleet cloud user account to use Evidence Manager (64-bit version 25.4 or later, or 32-bit version 3.6.19 or later) starting from their release in June 2025?</p>	<p>Please review the information on Account Registration at the beginning of this document to learn how to create an account as soon as possible, so that you are pre-set up to use the latest version of Evidence Manager.</p> <p>Please note that once an account is created by Safe Fleet, you will receive an email prompting you to set your password.</p>
11	<p>Do I need internet access to log in to Evidence Manager (64-bit version 25.4 or later, or 32-bit version 3.6.19 or later) starting from their release in June 2025?</p>	<p>Yes, Internet access will be required for first time authentication.</p> <p>Please note that once the user authenticates, Evidence Manager can be used for the next 180 days without any further authentication. Thus, there is no requirement for Internet access until next authentication is due.</p>

12	Once I update to Evidence Manager 64-bit v25.4 later, or Evidence Manager 32-bit v3.6.19 or later, upon their release in June 2025, what features and functionalities should I expect when I log in?	<p>Upon installing the new Evidence Manager, you will be asked to log in. You will see your account profile in Evidence Manager, including user account information such as email address and tenant.</p> <p>Users don't need to log in again to use Evidence Manager for the next 6 months. Evidence Manager will store your session for 180 days from the last successful login.</p> <p>If a user logs out, re-login will be required when the user accesses Evidence Manager the next time.</p>
13	How often will I need to log in to use Evidence Manager (64-bit v25.4 or later, or 32-bit v3.6.19 or later) upon their release in June 2025?	Once authenticated the first time, users don't need to log in again to use Evidence Manager for the next 6 months. Evidence Manager will store your session for 180 days from the last successful login.
14	How do I download Evidence Manager 64-bit v25.4 or later, or Evidence Manager 32-bit v3.6.19 or later, upon their release in June 2025?	<p>Evidence Manager 64-bit v25.4 and Evidence Manager 32-bit v3.6.19 have been now released! Safe Fleet strongly recommends installing the 64-bit version of EM for better performance with the supported DVRs.</p> <p>Please follow this link to download the latest released version:</p> <p>https://community.safefleet.net/product_update/evidence-manager/</p> <p>Please note that SF Cloud Account is required to use Evidence Manager 64-bit v25.4 or later, or Evidence Manager 32-bit v3.6.19 or later.</p>

How do I find out if I already have a Safe Fleet Cloud Account

Step 1: Go to <https://safefleetcloud.com/>

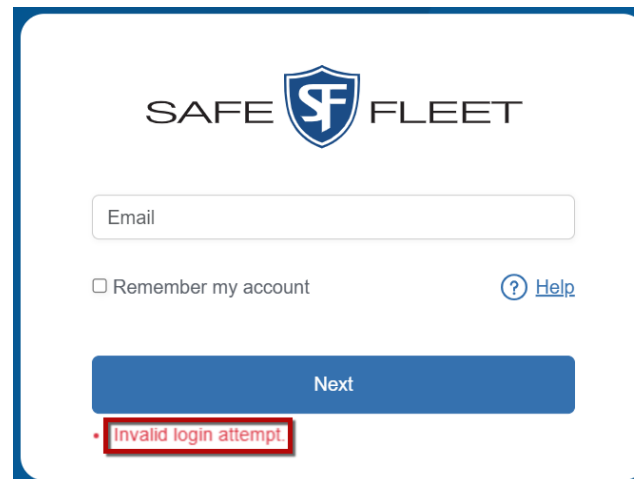


The screenshot shows the Safe Fleet Cloud login interface. At the top center is the logo, which consists of the word "SAFE" on the left, a shield-shaped icon containing the letters "SF" in the middle, and the word "FLEET" on the right. Below the logo is a white rectangular input field with the placeholder text "Email". Underneath the input field is a checkbox labeled "Remember my account" and a blue circular icon with a question mark followed by the text "Help". At the bottom of the form is a solid blue rectangular button with the word "Next" written in white text.

Step 2: Enter your email address and click **Next**.

⚠ If you have entered your email address correctly but you get an **'Invalid login attempt'** message, it means that this email is NOT registered with Safe Fleet Cloud. You must register a Safe Fleet Cloud account before proceeding.

Click [SSO Registration Form](#) to do so.




This screenshot is identical to the one above, showing the Safe Fleet Cloud login page. However, at the bottom of the page, below the blue "Next" button, there is a red-bordered rectangular box containing the text "Invalid login attempt" in red. The rest of the page, including the logo, input field, checkboxes, and "Help" link, remains the same.

If this email is registered with Safe Fleet Cloud, the application will take you to the next screen.

⚠ If you still have trouble logging in, please click '**Forgot your password?**'

The Application will send the '**Reset password**' email to this address. Please follow the instructions carefully.



SAFE FLEET

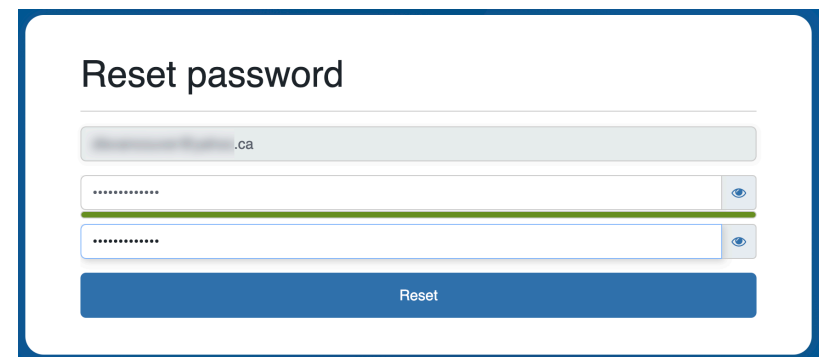
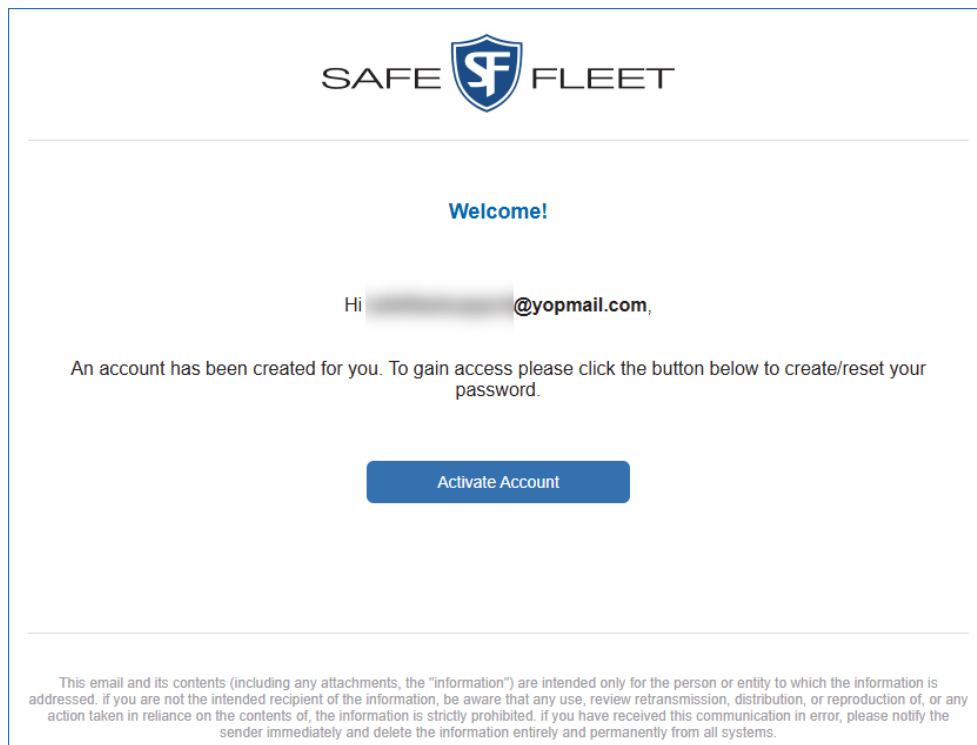
← @safefleet.net

[Forgot your password?](#) [? Help](#)

Log in

Evidence Manager Login Workflow

Step 1: Activate your Safe Fleet Cloud account by creating your account password (Applicable only to new Safe Fleet Cloud users). You will get a notification email from 'noreply@safefleetcloud.com' once your account is created.



Step 2: Log in to Safe Fleet Community and install the new Evidence Manager 64-bit v25.4 or Evidence Manager 32-bit v3.6.19 from:

https://community.safefleet.net/product_update/evidence-manager/

If you don't have Community access credentials, you can use your activated Safe Fleet Cloud account credentials to log in to the Community site.

When presented with the Safe Fleet login dialog, click **LOG IN WITH SSO**. You can also log in with your username by clicking **SIGN WITH USERNAME** below.

Welcome to Safe Fleet Community!

LOG INTO COMMUNITY

[LOG IN WITH SSO](#)

Or

[SIGN IN WITH USERNAME \(Legacy Login\)](#)

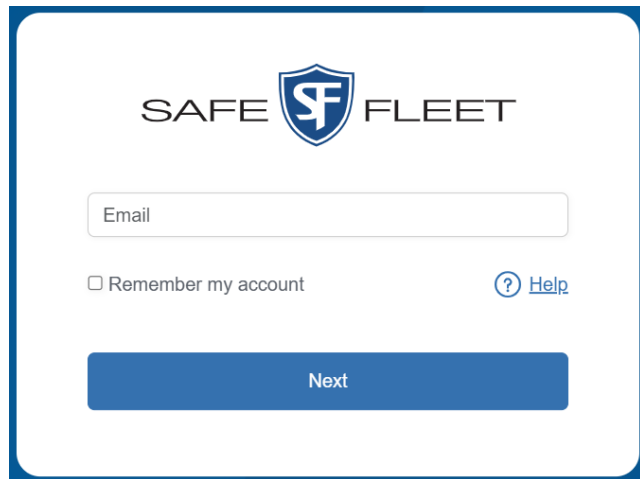
! Evidence Manager Users: Your Action is required.
Safe Fleet SSO Account Registration is now mandatory.

[SSO Registration Information & FAQs \(PDF\)](#)

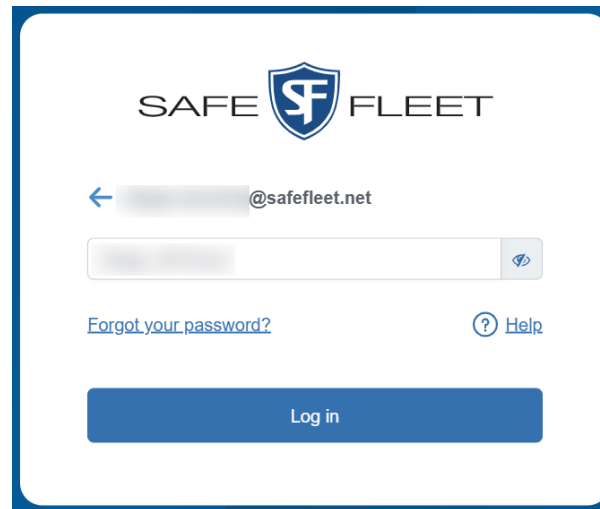
You will be routed to the Safe Fleet Cloud login page.

! **Note:** If you still have trouble logging in, please contact our customer support team (see contact information at the end of this document).

From there, use your Safe Fleet Cloud Account credentials to sign in to the Community site.



The screenshot shows the first step of the login process. At the top is the 'SAFE FLEET' logo. Below it is a text input field labeled 'Email'. Underneath the field is a checkbox labeled 'Remember my account' and a blue circular icon with a question mark followed by the word 'Help'. At the bottom of the form is a large blue button labeled 'Next'.

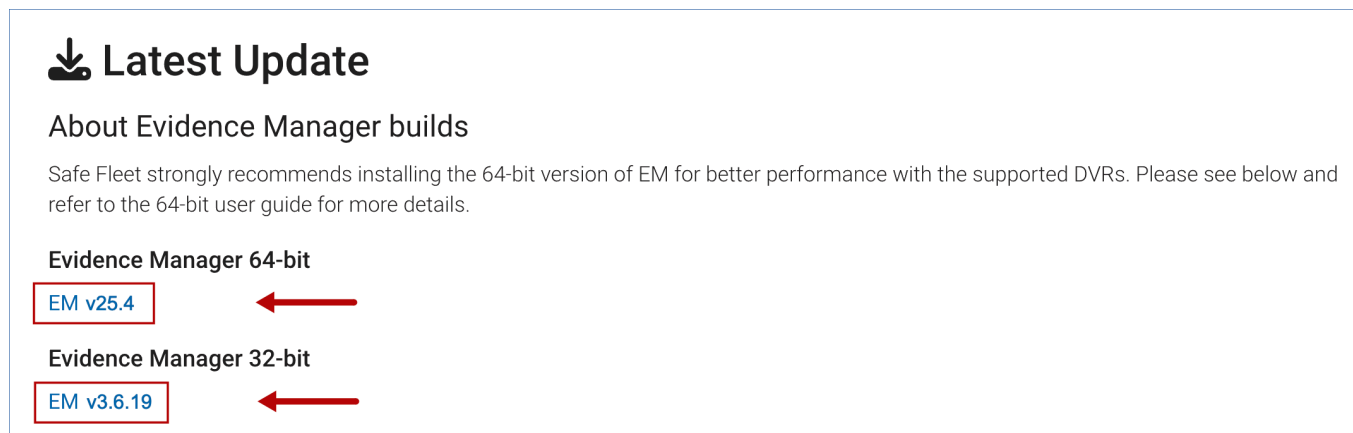


The screenshot shows the second step of the login process. At the top is the 'SAFE FLEET' logo. Below it is a text input field containing a masked email address ending in '@safefleet.net'. Underneath is another text input field for the password, with a blue circular icon with an eye symbol to its right. Below the password field are two links: 'Forgot your password?' and a blue circular icon with a question mark followed by 'Help'. At the bottom is a large blue button labeled 'Log in'.

Once you have signed in, the **Login** button disappears, indicating that you have successfully logged in.

Use the following URL link to directly access the Evidence Manager Product update page:

https://community.safefleet.net/product_update/evidence-manager/



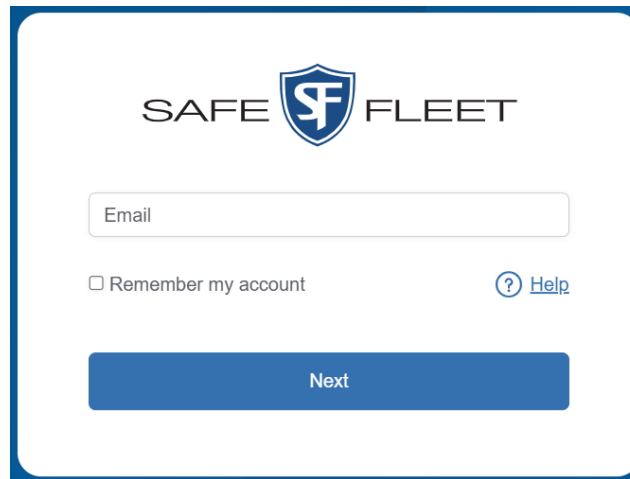
The screenshot shows a 'Latest Update' section with a download icon. The title is 'Latest Update'. Below it is the sub-heading 'About Evidence Manager builds'. The text reads: 'Safe Fleet strongly recommends installing the 64-bit version of EM for better performance with the supported DVRs. Please see below and refer to the 64-bit user guide for more details.' There are two sections: 'Evidence Manager 64-bit' with a red box around 'EM v25.4' and a red arrow pointing left; and 'Evidence Manager 32-bit' with a red box around 'EM v3.6.19' and a red arrow pointing left.

Download the Evidence Manager software from this section.

Safe Fleet strongly recommends installing the 64-bit version of EM for better performance with the supported video recorders.

Step 3: Launch the installed Evidence Manager application. **⚠ Note:** If you previously logged in to your Safe Fleet Cloud account to access the Community site and your session is still active, the system may skip directly to step 5.

Step 4: When the browser takes you to SSO login site, enter your Safe Fleet cloud credentials.

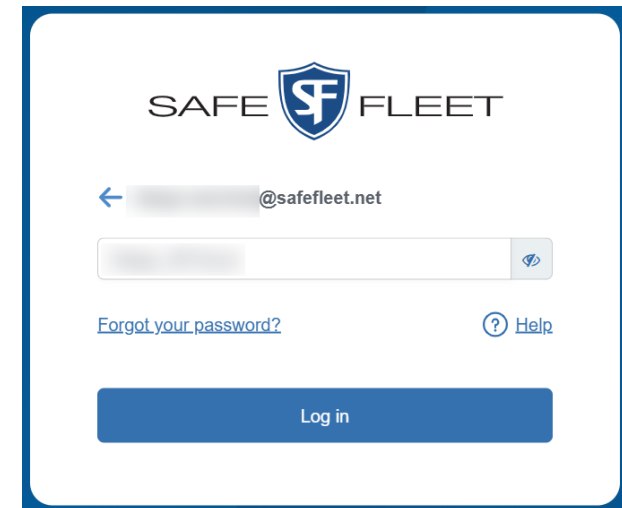


SAFE FLEET

Email

Remember my account [? Help](#)

Next



SAFE FLEET

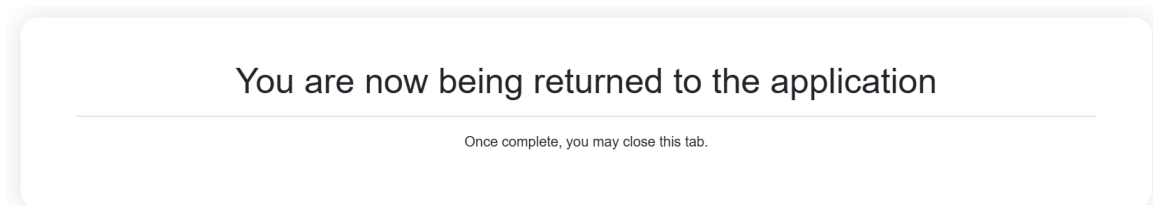
← [redacted]@safefleet.net

[redacted] [? Help](#)

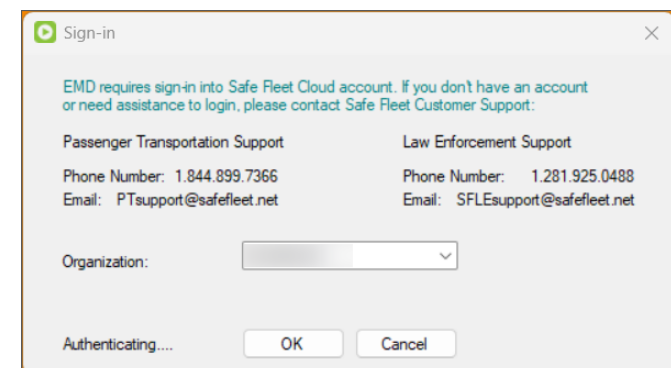
[Forgot your password?](#) [? Help](#)

Log in

A pop-up message will prompt you to return to the application.



Step 5: Once authenticated, return to the application. As you do, the sign-in pop-up window that was visible during authentication will disappear.



Evidence Manager will launch. Your profile, accessible in the upper right corner of the screen, will display your user name, tenant and email address.

The screenshot displays the Evidence Manager application window. The title bar reads "Evidence Manager (64-bit) - Standalone Mode". The interface includes a top navigation bar with icons for home, settings, and search, and a search input field. On the left, a navigation tree lists categories: Home, Work Stations, Service Port, Docking Stations, USB Storage Devices, Unknown Devices, and Devices. Below this is a calendar for May 2025, with the 14th highlighted. The main area is a large grid, currently empty. At the bottom of the grid, there are playback controls and a "Live" toggle. A video player is visible at the bottom center, showing a black screen. On the right side, there is a user profile dropdown menu showing a user icon, a blurred name, the email "@safefleet.net", and a "Log Out" button. Below the profile is a map of the Port Mann area, showing landmarks like Cape Horn, Mayfair, Pacific Reach, and Port Mann Bridge. The map includes a scale bar and a "Data, imagery and map information provided by OpenStreetMap" notice. At the bottom right, a system tray shows "CPU" and "ON" status.

What is multi-factor authentication?

Multi-factor authentication (MFA) is a security enhancement that requires users to provide additional verification — beyond just a username and password — to access an account or resource.

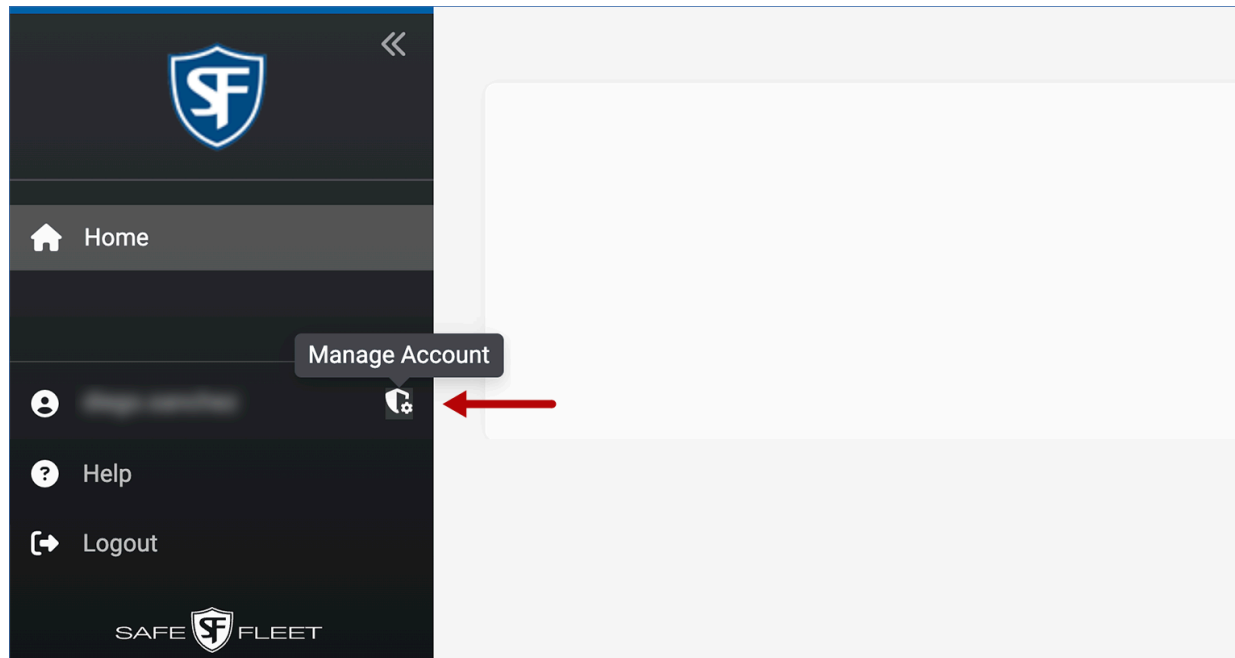
NOTE: As of this release, the following authenticator apps are supported:

- Google Authenticator
- Microsoft Authenticator

How to enable Multi-factor Authentication to access Evidence Manager?

Step 1: Go to <https://safefleetcloud.com/> and log in using your Safe Fleet Cloud credentials.

Step 2: From the Safe Fleet Home page, click the Manage Account button to access your profile settings.



Step 3: Go to the *Two-Factor Authentication* tab (a), click the *Add Authenticator App* button (b), and follow the on-screen instructions in the app (c).

a Manage your account

Profile Password **Two-factor authentication**

Username

Phone number

b Manage your account

Profile Password **Two-factor authentication**

Authenticator app

c Manage your account


Profile Password **Two-factor authentication**

Configure authenticator app

To use an authenticator app go through the following steps:

1. Download a two-factor authenticator app like Microsoft Authenticator for [Android](#) and [iOS](#) or Google Authenticator for [Android](#) and [iOS](#).
2. Scan the QR Code or enter this key

into your two factor authenticator app.
Spaces and casing do not matter.



3. Once you have scanned the QR code or input the key above, your two factor authentication app will provide you with a unique code. Enter the code in the confirmation box below.

Verification Code

We Value Your Cooperation

This update is crucial for maintaining the security and efficiency you expect from Safe Fleet products.

Should you have any questions or need further assistance, please feel free to contact our support team:

- Hours: Mon - Fri 7:00 am - 7:00 pm (EDT)
- Phone: 1.844.899.7366
- Email: PTsupport@safefleet.net

Thank you for your trust in Safe Fleet. We are excited to continue providing you with top-tier video security solutions.

Safe Fleet School Bus and Transit Teams.