Customer Dashboard

In our never-ending quest to make it easier to do business with us, we have expanded the scope of the Customer Dashboard, creating a one-stop-shop for all of your Milestone business management needs.

What’s changed?

You can still use Customer Dashboard to get an overview of the status of your Milestone installations, keeping track of system errors and addressing these proactively, before they disrupt your customers’ business. Only now you can do so much more.

The latest version of the Customer Dashboard acts as the central hub for our partners who sell, install and maintain Milestone products. You can access system status monitoring, software registration and test license management all from one, user-friendly portal, making it easier than ever to manage Milestone licenses and installations.

What’s New – In Detail

Customer-centric Navigation
In order to make it easier for you to work with your customer installations, the new Customer Dashboard organizes customers by customer name and location, in addition to being able to browse by license.

Online system monitoring now available for XProtect® Corporate and XProtect® Expert installations
As a supplement to the existing System Monitor functionality in the XProtect Advanced VMS products, Milestone partners can now use the online system monitoring portion of the Customer Dashboard, to track the status of XProtect Corporate and Expert installations. Integrators can customize their overview and define which types of alarms they would like to have displayed in their Customer Dashboard.

Notification filtering
System integrators can also customize when they want to receive email notifications regarding system errors, so they are only notified about errors that are relevant for them. For example, users can set up the system to send an email only when the camera has been down for more than x-amount of minutes or configure the service to only send notifications from a certain installation to a certain technician.

System uptime reports
System integrators can now create system uptime reports that document a particular system’s maintenance history.
Test licenses
To keep all license-related interaction in one place, test licenses are now located in the Customer Dashboard. You can generate test licenses supporting up to 25 cameras from within the portal. The Milestone Test Licenses can also be used if you’re developing integrations to the open platform to ensure that the integrations work with the entire product portfolio.

Accessible from My Milestone
The Customer Dashboard can be accessed from anywhere where an internet connection is available. Simply log on to My Milestone and follow the links, or navigate directly to the online portal: https://online.milestonesys.com.

The login credentials are the same as for your My Milestone account, which is used to access other resources such as lead management, Milestone partner news and the event calendar.

Want to learn more?
Please refer to our eLearning portal for a self-paced online course and Quick Guides on how to use the new Customer Dashboard.

Product licensing
Customer Dashboard is a service available to registered Milestone partners.

Some of the new capabilities within Customer Dashboard are only supported on the 2016 versions of Milestone XProtect VMS products. Certain functionality, such as the online monitoring service, requires that customers have active Milestone Care™ Plus coverage. The basic functionality of the portal, such as access to Software Registration, will be available to ensure that partners can still manage customer licenses even if they do not have Care Plus.

Product availability
The new Customer Dashboard is generally available at the end of March 2016.

Stay up-to-date
We will post the latest news and updates as bulletins in Customer Dashboard, so be sure to check it regularly. The latest news will always be displayed on the login page, as well as on the landing page that appears after you log in.