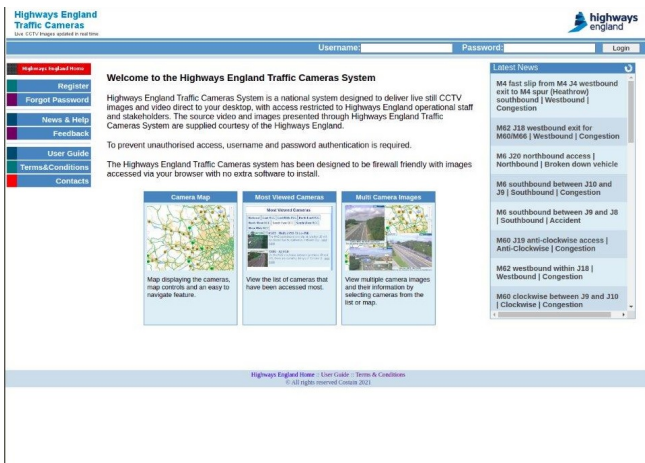# QUICK START GUIDE

Highways England
Traffic Cameras

Highways England Traffic Cameras is an internet based technology designed to stream still images and live CCTV images to Internet enabled desktop computers or mobile computing devices. The source images presented through Highways England Traffic Cameras are supplied by Highways England. This brief guide shows how to use the Highways England Traffic Cameras Operational computer interface.

System Logon

Using your internet browser, you can access **Highways England Traffic Cameras** via the following URL:
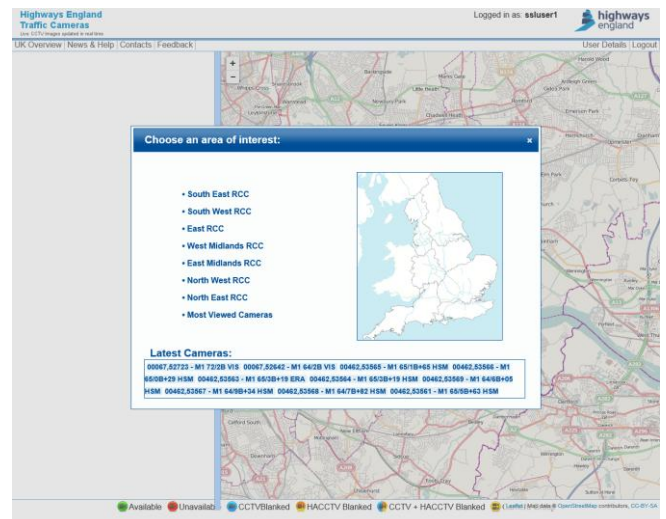https://www.highwaystrafficcameras.co.uk
An image of the welcome page is shown below. The page contains details of the **Highways England Traffic Cameras** and allows new users to apply for an account. Authorised users are able to access **Highways England Traffic Cameras** upon entering their allocated username and password:

System Navigation

After successful login, you will see the **Highways England Traffic Cameras** page with a popup window (as shown in the figure), requesting for selection of a particular region. This window can also be closed by clicking the cross on the top right corner of the popup window.
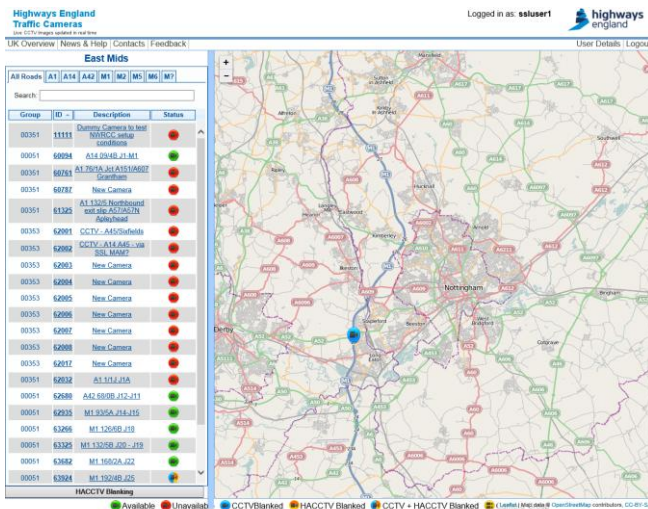
Region Selection

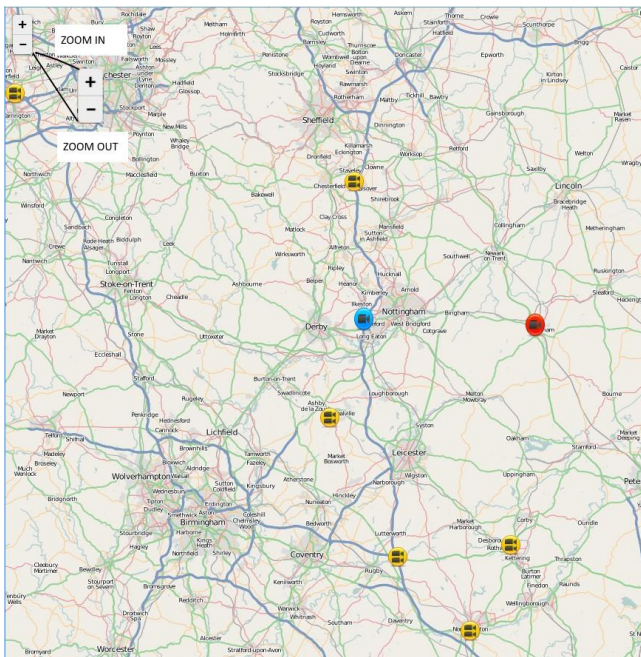Using your mouse, select either a **RCC region** or **most viewed cameras** option.

Once selected, in the case of region selection, the map automatically navigates to the area covering that particular RCC region and the camera list is updated on the left of the screen accordingly.
If the most viewed cameras option is selected, the camera list table displays all those cameras that are viewed the most by **Highways England Traffic Cameras** users. In order to open the region selection popup again, click the **UK Overview** link at the top menu of the page. The image below shows the map view of the East Mids RCC.

Map Navigation

In order to zoom-in or zoom-out of the map, you can use either the mouse centre scroll wheel or a scroll panel on the top left corner of the map as shown in the image below. To pan the image, simply hold down the left mouse button over the image and move left, right, up or down.
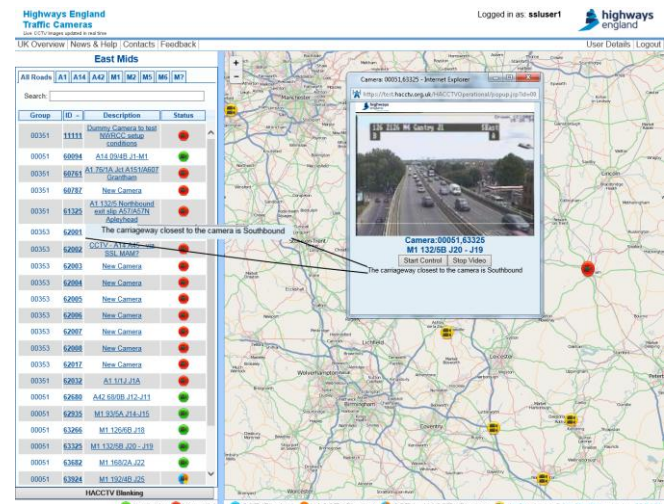

Camera Orientation

In order to make it easier to establish which direction the camera is pointing, we have developed a camera orientation scheme. This is displayed at the bottom of each camera popup for which the orientation has been recorded and indicates the direction of travel for the carriageway closest to where the camera is mounted.

Location data is not currently available to us for all cameras and with this in mind, we would welcome your comments and feedback so that we can add to the number of cameras that we currently provide this information for.

Similarly, if you come across any orientation information that you believe to be incorrect, please let us know so that we can make the necessary changes.

The best way to provide feedback to us is by using the **feedback** link at the top of the page on the website.

Camera List Navigation

Two different types of camera lists are available, which can be identified as following,

- RCC Regional Camera List
- Most Viewed Cameras List

If a particular region is selected from the **UK Overview** popup, the camera list on the left of the map is updated with the list of cameras within that particular region. At the top of this regional camera list, you have a list of tabs displaying different roads in case the user wants to view road specific cameras in a particular region.

If the most viewed cameras option is selected, the camera list on the left of the

map is updated with the list of most viewed cameras. The tabs above this camera list changes to national and regional names.

The national tab displays the most viewed cameras all over UK, whereas regional tabs display the regional most viewed cameras.

Just under the tabs, a search field is available in case you want to search for a particular camera in a long list of cameras. The searching criteria require either the Camera ID, Camera Description or Camera Group.

Live Video and Control
Highways England Traffic Cameras supports live video and camera control, however this functionality is only available to video access users, using cameras in a region which are assigned to their account. If you are a video access user and are assigned certain cameras in a region that support live video and camera control, then you can access this functionality.

To request live video from a camera, first select the camera to receive still images from it. If you have permission to view live video, a "Start Video" is shown. There is also a "Use low latency video" tickbox which is ticked by default. If you are unable to start video streams using the low latency option due to firewall restrictions untick this box. On clicking the "Start Video" button the live video playback will start. If you have permission to control the camera, you will be provided with two options,

- Start Control
- Stop Video

Select Start Control to request control from the camera and show joystick and preset controls.

A virtual joystick in the bottom left controls the pan and tilt movement of the camera. The further away the joystick is dragged from the centre, the faster the camera will move. Next to the joystick is a zoom control. Moving the bar up and down controls the zoom in and out functionality of the camera respectively.

You can also send the camera to a preset location using the drop-down panel list as shown in the figure below. You may also save/delete presets to the camera. These presets are specific to your account and will not be available to others.
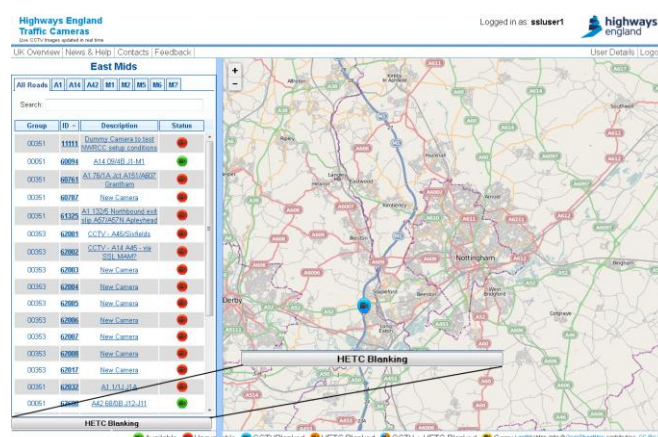
Camera Blanking

There are four blanking states within **Highways England Traffic Cameras**. The first two are CCTV blanked and CCTV blocked. When a camera is CCTV blanked, only high level **Highways England Traffic Cameras** users are able to view images. When a camera is CCTV blocked neither high level users or standard users are able to view the cameras. Both of these states are controlled outside of **Highways England Traffic Cameras** by Highways England Control Room Operators. This is shown in the table below,

	High Level Users	**Standard Level User**
CCTV Blanked	Available	Unavailable
CCTV Blocked	Unavailable	Unavailable
HETC Blanked	Available	Unavailable

High level users also have the option to HETC blank cameras to standard level users (Certain cameras need to be HETC blanked at all times. These cameras have been "Admin blanked". This facility has the same effect as HETC blanking except that they cannot be altered from the website, even by high level users. If you require any cameras unblanked please contact the *helpdesk.)*
To HETC blank a camera, you must select the **HETC Blanking** button at the bottom of the camera list (This button is only shown if you are a high level user)

Once clicked on the HETC Blanking button, a new column will appear in the camera list with the title "HETC Blanking", containing a checkbox in every row. Select the camera you wish to blank/unblank and click **Apply Blanking**, at the bottom of the camera list table.

Feedback

A **feedback** option is available in the top menu of the **Highways England Traffic Cameras** page which enables you to contact us. You can also send us a feedback from the login screen without having to login. An email helpdesk is available Monday to Thursday between 9am and 5pm, and on Fridays between 9am and 1pm. We are always happy to hear your thoughts and queries and will endeavour to reply to you as soon as possible.

Help, News, Faults and FAQ

Help, News, Faults and FAQ can be accessed via the **Help** option. However, on the login screen, a horizontal pane on the left of the screen provides latest news and the help section displays faults, help and FAQ.
The **Highways England Traffic Cameras** site is kept up to date with news and faults information. The news items will provide information about forthcoming improvements or temporary maintenance periods. By clicking a headline, the full story is opened in a popup window.
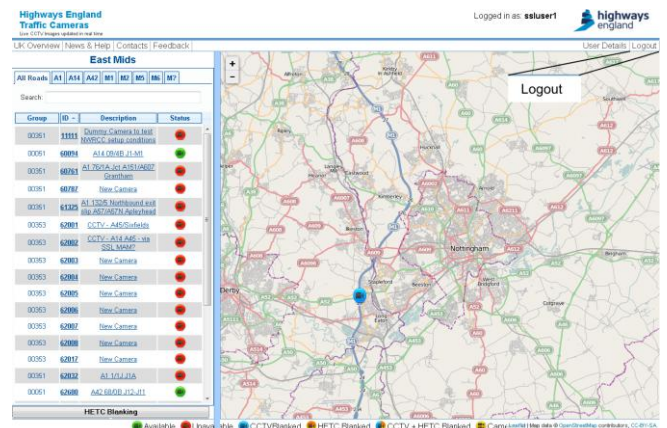
Any fault which occur on **Highways England Traffic Cameras** are also recorded on the website to keep you informed of the current system status. Faults can be accessed under the *help* section throughout the site.

In need of any help, you can always access the help section or the FAQs under the help section of the **Highways England Traffic Cameras** site.
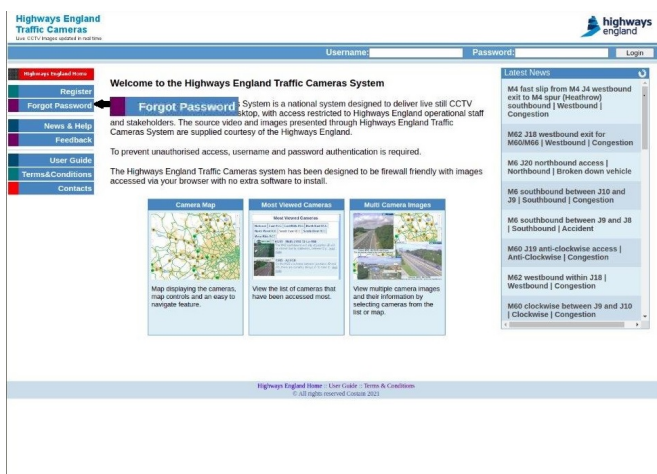
The **Highways England Traffic Cameras** website offers numerous forms of help to enable you to fully utilise the website and its contents as quickly and simply as possible.

There is a *forgotten password?* link on the homepage, if you are struggling to log on,

Remember

If you have any questions or queries, you can contact the HETC Helpdesk via the *feedback* link at the top of the screen or the homepage.

Logging Out

To log out of **Highways England Traffic Cameras**, simply select the *Logout* option from the links at the top right of the screen,