End User Resource Guide for Avigilon Alta Access

Overview

Helpful links and information to help you successfully deploy and manage Avigilon products.

Training

Take our online training to get up and running on your Avigilon system quickly. Visit our Community > Learning Center > Create your My Video Access One ID Login:

- **Take the training**: Avigilon Alta Access Operation
  - *Optional:* Alta Access Installation and Configuration
- New User Product Onboarding Training Overview
  - Register for classes at the VSA Customer Success Training Hub

Documentation

The Avigilon Docs portal contains the latest release information, installation and user guides.

- Avigilon Docs Portal
- Alta Access Customer Onboarding Workflow

Obtaining Support from Avigilon

Access training, knowledge and how-to articles, discuss with peers, and log a support ticket.

- Avigilon Community
- **Call**: +1 213-297-2180 (North America) / International Numbers
- **Email**: AltaAccessSupport@motorolasolutions.com

Requesting & Processing Returns (RMAs)

Please contact your partner to process any returns.

Stay up to Date

Sign-up for release notes to be sent to your inbox. Bookmark to check system up-time.

YouTube Channel

For additional training and short video tutorials, check out and subscribe to our YouTube channel

- YouTube Channel

Deployment Resources

- Alta Access Admin Guide
- Alta Access Mobile Wallet Admin Guide
- Creating a Card/Fob Credential
- Integrate with identity management systems (Google, MS)
- Batch Updating Users in Alta Control Center
- Setting up a Mobile App Password
- Reader Card Compatibility

Contact the CSM team at vsacustomersuccess@motorolasolutions.com

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Contact your CSM or email vsacustomersuccess@motorolasolutions.com for additional information.