



myDW Subscription Key Request & Fulfillment Process

Affected Roles: EU Administrator, Channel Partner, DW Administrator
Related Digital Watchdog Product: myDW Monitoring, myDW Cloud Storage
Software Version: 2.0.78-7
Last Edit: October 2, 2025

New Software Notes

As of myDW version 2.0.78-7, the relationship between Channel Partner and End User Organization ownership is as follows:

- End User (EU) Organization – submits requests standard camera license(s) or cloud storage key(s).
- Channel Partner (CP) & Sub-CP Organization – reviews and approves key requests; responsible for distributing the registered keys to the End User.
- DW Admin Account – responsible for generating and providing keys to CP and Sub-CP Organizations.

This document will serve to provide a walkthrough of the myDW Key request process including End User Organization involvement, Channel Partner approval, and generating the key as a DW Administrator.

Part 1: End User – Requesting and Activating Subscription Keys

As the Administrator of an End User (EU) Organization, you can request and activate myDW Subscription Keys and myDW Cloud Storage Keys for your Organization. This is a two-part process where you must first submit a request then activate the key upon its reception.

Section 1.1 – Requesting a Subscription Key

To request a myDW key as an End User Organization Administrator:

- 1) Using a web browser, log into your myDW Account and access the EU Organization.
- 2) In the left-panel, click on the *Subscription* tab.
- 3) In the *Subscription* menu, click on the “Request Subscription Key” button.

The screenshot displays the 'Subscription' page in a web browser. The page is titled 'Subscription' and shows the user's profile as 'Brandon Testing' with email 'brandonk@digital-watchdog.com'. The organization is 'Staging - PMS Brandon (CA)'. The installer is '브랜든' with email 'brandonk@digital-watchdog.com'. A red box highlights the 'Request Subscription Key' button in the top right corner. Below the information, there are tabs for 'Standard' and 'Storage'. A table shows subscription details:


Number of Keys	Required Channels	Activated Channels	Unified Expiration
1	41	100	01/16/2027

Below the table, there is a search bar and an 'Activate Key' button. A table below that shows a key with ID 'CH-8714-AD4C', 100 channels, 1 year duration, created on 08/21/2025, and activated on 08/21/2025.

- 4) Select your preferred Key Type from the drop-down menu then click the “Next” button.
 - **myDW Standard Subscription** – activate to utilize online management and health monitoring of servers.
 - **myDW Cloud Storage** – activate to utilize online cloud storage for servers.

Request Subscription Key ✕

Select Key TypeKey Info



Key Type *

myDW Standard Subscription ▼

myDW Standard Subscription

myDW Cloud Storage

Next

5) Enter information for your requested key then click the “Request Key” button.

- **Requester** – your contact email address.
- **Installer** – who you are requesting the Subscription Key from.
- **Key Type** – the type of Subscription Key (myDW Standard or myDW Cloud Storage).
- **Number of Channels** – number of channels/devices that need to be covered.
- **Message** – optional message to communicate with your Installer.

Request Subscription Key ✕

Select Key TypeKey Info

Organization
Staging - PMS Brandon (CA) EACM8384

Requester * <input type="text" value="brandonk@digital-watchdog.com"/>	Installer * <input type="text" value="brandonk@digital-watchdog.com"/>
Key Type * <input type="text" value="Standard"/>	Number of Channels * <input type="text" value="16"/>

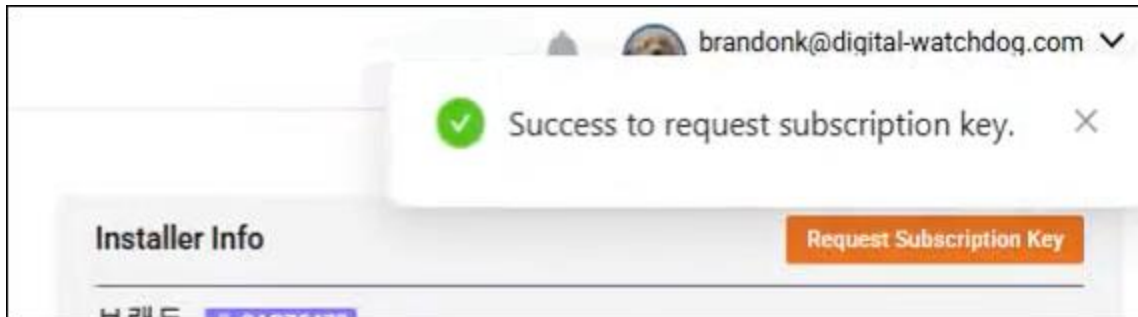
Please fill out the fields above for the selected key type.

Send a Message to Your Installer (Optional)

1 key, 16CH please.

PreviousRequest Key

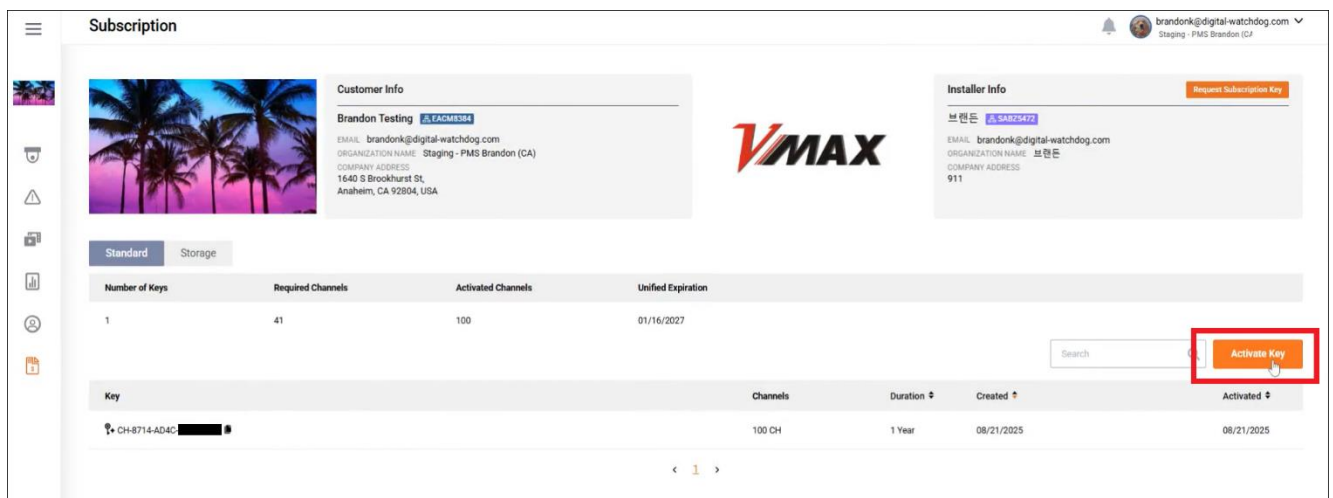
6) A confirmation will be displayed in the corner of your screen to confirm that your request has been sent to the Channel Partner that oversees your EU Organization.



Section 1.2 – Activating a Subscription Key

After receiving the Subscription Key from your Channel Partner, activate the subscription in your myDW web portal.


- 1) In the left-panel, click on the *Subscription* tab to open the *Subscription* menu.
- 2) In the *Subscription* menu, click the “Activate Key” button.



- 3) Enter the *Subscription Key* then click the “Next” button.

Activate Key ✕

Enter KeyConfirm Activation



Enter Subscription Key *

CH-611E-D0D5-XXXXXXXXXX

Enter a subscription key to begin the activation.
You may view details about the subscription in the next step before activating.

Next

- 4) A summary of the key activation will be displayed including the subscription type, duration validity, number of channels, and *Unified Expiration* date.

Click the “Activate” button to complete the activation. The *Subscription* menu will then list the new Subscription Key in the activated keys list and update the number of *Activated Channels* information.

Activate Key



Enter Key

Confirm Activation



Subscription Key *

CH-611E-D0D5- [REDACTED]

Type

Standard

Duration

1 Year

Number of Channels

16

Required

41

Unified Expiration

~~01/16/2027~~ → **05/01/2028**

Previous

Activate

The screenshot displays the 'Subscription' page with the following details:

- Customer Info:** Brandon Testing (ID: SACM3384), Email: brandonk@digital-watchdog.com, Organization: Staging - PMS Brandon (CA), Address: 1640 S Brookhurst St, Anaheim, CA 92804, USA.
- Installer Info:** 브랜든 (ID: SAC275472), Email: brandonk@digital-watchdog.com, Organization: 브랜든, Address: 911.
- Summary Table:**

Standard	Storage		
Number of Keys	Required Channels	Activated Channels	Unified Expiration
2	41	116	05/01/2028
- Key Details Table:**

Key	Channels	Duration	Created	Activated
CH-611E-0005	16 CH	1 Year	09/23/2025	09/23/2025
CH-8714-AD4C	100 CH	1 Year	08/21/2025	08/21/2025

Part 2: Channel Partner – Request Approval and Key Registration

Section 2.1 – Approving Key Requests

As a Channel Partner (CP) or Sub-Channel Partner (SCP), you have the responsibility of approving key requests for your End User Organizations.

To approve a key request:

- 1) Using a web browser, log into your myDW Account and access the Organization.
- 2) In the left-panel, click on the *Subscription* tab.
- 3) In the *Subscription* menu, pending requests will appear in the *Subscription Request* column. Click on the requested subscription type to view the request.

The screenshot displays the XMAX Subscription Management interface. At the top, there is a navigation bar with 'Subscription' and 'Organization Keys'. Below this, the breadcrumb path is 'DW Admin > Brandon CP_1 > 브랜던'. The main heading is 'Organizations' with a 'Total 7' indicator. A search bar is located in the top right corner. The main content is a table with the following columns: Name, Required Channels, Activated Channels, Unified Channel Expiration, Activated Storage (TB), Subscription Request, and Suspend. The 'Subscription Request' column is highlighted with a red box. The 'Suspend' column contains radio buttons labeled 'OFF' and buttons labeled 'Usage' and 'Enter'. The table lists several organizations, including 'BRANDON'S COVA', 'COVA PUSH TEST 7/9', 'DW+ Push notification test (EDT)', 'JOSE COVA TEST', 'Staging - PMS Brandon (CA)', 'VMAX A1 04', and 'VMAX IP 04'. A 'Standard' label is visible in the 'Subscription Request' column for the 'Staging - PMS Brandon (CA)' organization. At the bottom center, there is a pagination indicator '< 1 >'. A red box on the left side highlights the 'Subscription' icon in the sidebar.


Name	Required Channels	Activated Channels	Unified Channel Expiration	Activated Storage (TB)	Subscription Request	Suspend
EACM5317 BRANDON'S COVA	7	31	06-10-2028	1		<input type="radio"/> OFF Usage Enter
EAB25728 COVA PUSH TEST 7/9	0	0	-	0		<input type="radio"/> OFF Usage Enter
EAB22896 DW+ Push notification test (EDT)	42	0	No Subscription	0		<input type="radio"/> OFF Usage Enter
EAB27558 JOSE COVA TEST	13	16	11-28-2026	0		<input type="radio"/> OFF Usage Enter
EACM8384 Staging - PMS Brandon (CA)	41	100	01-16-2027	2	Standard	<input type="radio"/> OFF Usage Enter
EAB21441 VMAX A1 04	0	0	-	0		<input type="radio"/> OFF Usage Enter
EAB28078 VMAX IP 04	0	0	-	0		<input type="radio"/> OFF Usage Enter

- 4) After reviewing the request details, click the "Confirm Request" button to forward the request to your DW Admin.

Request Subscription Key



Organization

Staging - PMS Brandon (CA) 

Requester *

brandonk@digital-watchdog.com

Installer *

brandonk@digital-watchdog.com

Key Type *

Standard

Number of Channels *

16

Please fill out the fields above for the selected key type.

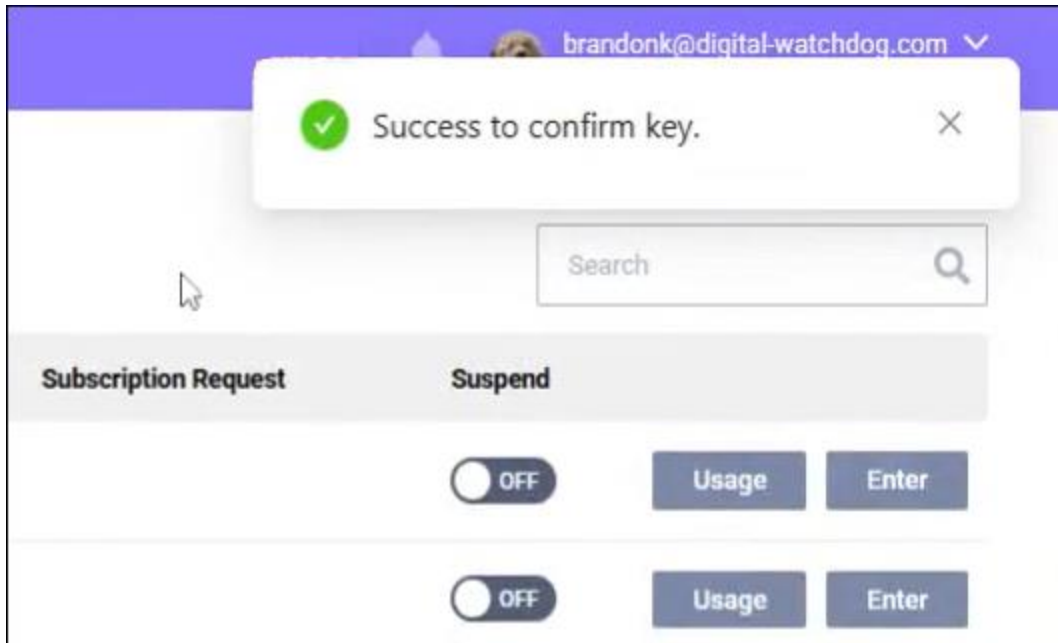
Send a Message to Your Installer (Optional)

1 key, 16CH please.

Cancel

Confirm Request

- 5) A confirmation will be displayed in the corner of your screen to confirm that your request has been sent to your DW Admin.



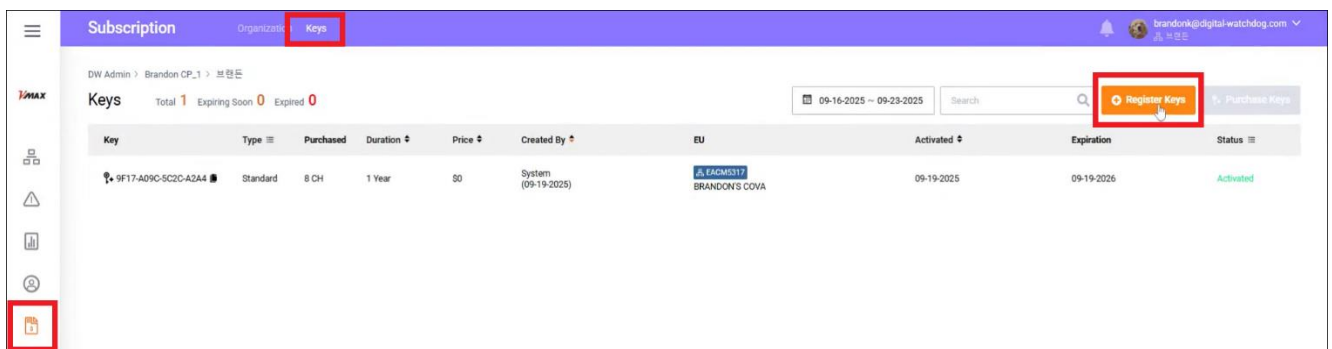
Section 2.2 - Registering Subscription Keys

After receiving the Subscription Key from the DW Admin, the Channel Partner will need to register the key with their organization.

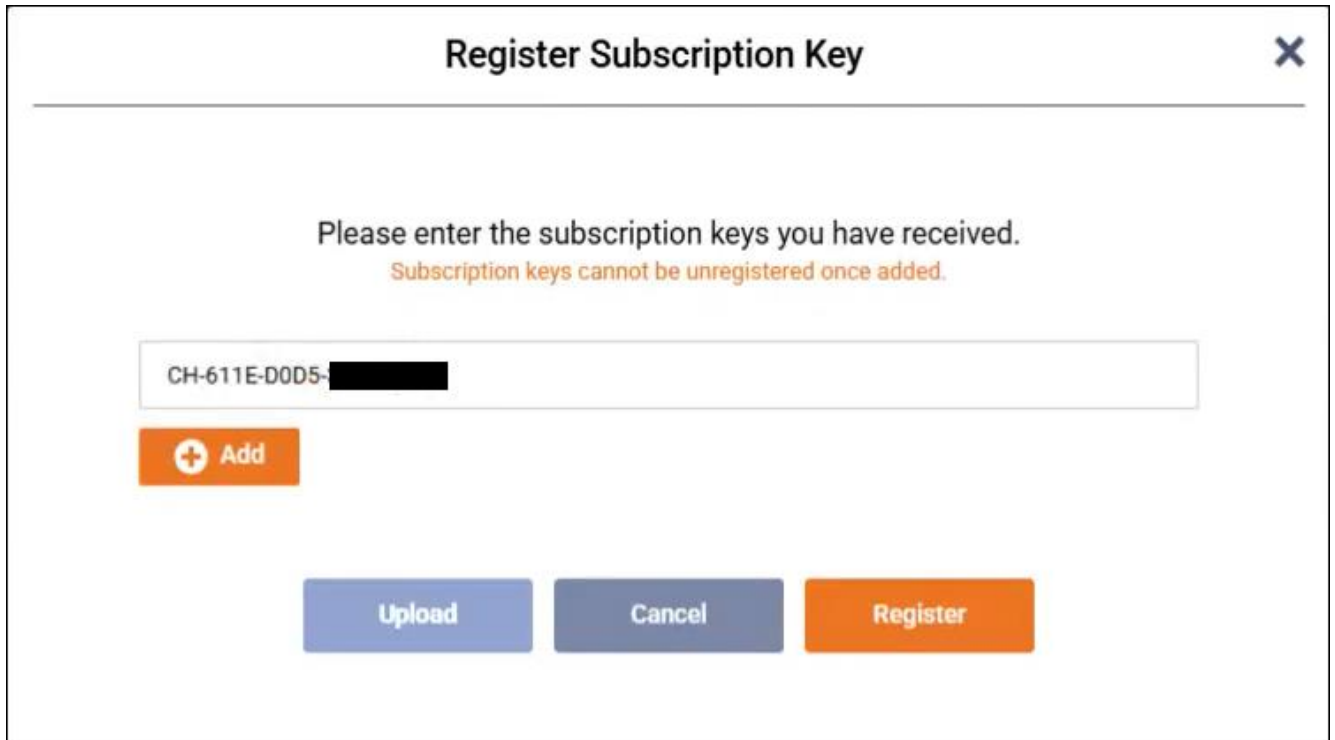
To register a Subscription Key as a Channel Partner:

- 1) In the left-panel, click on the *Subscription* tab to open the *Subscription* menu.
- 2) In the *Subscription* menu, select the “Keys” tab. All subscription keys that have been registered with the Organization will appear in this list.

Click the “Register Keys” button.

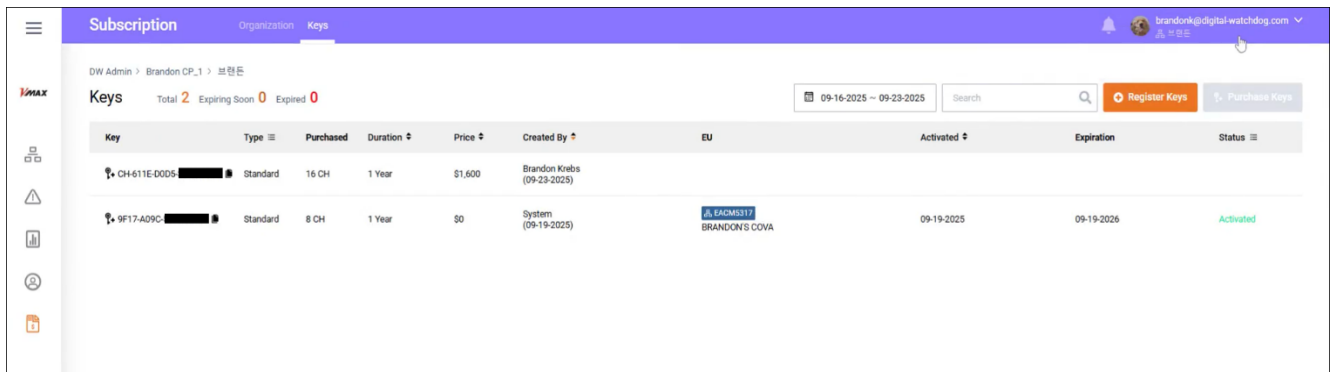


- 3) Enter the Subscription Key then click the “Register” button to register the key.



- 4) A message will be displayed in the corner of your screen to confirm the registration.

Once registered, the Subscription Key will be listed in the *Subscription > Keys* list. You can then copy and share the key with your EU Organization Administrator for them to activate.

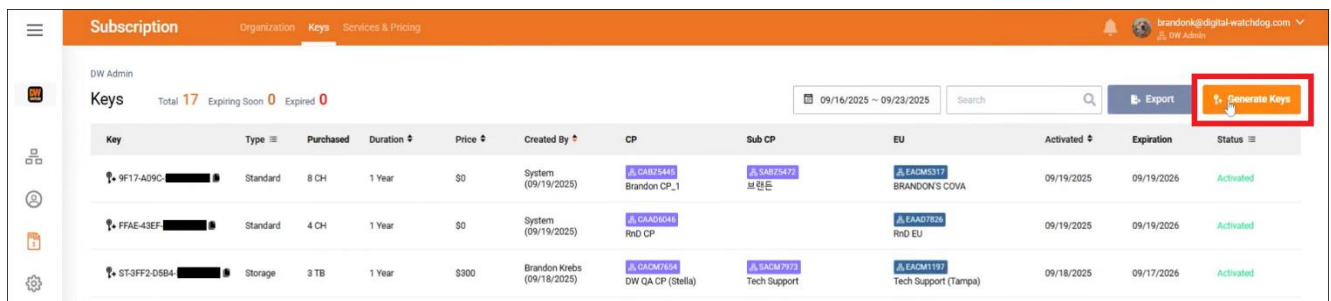


Part 3: DW Administrator – Generating Subscription Keys

As a DW Administrator you have the responsibility of generating Subscription Keys for myDW Subscriptions and myDW Cloud Storage.

To generate a Subscription Key:

- 1) Using a web browser, log into your myDW Account and access the Organization.
- 2) In the left-panel, open the *Subscription* tab.
In the *Subscription* menu, pending requests will appear in the *Subscription Request* column. Click on the requested subscription type to view the details of the key request including the *License Type* and number of requested *Channels*.
- 3) Select the “Keys” tab. All Subscription Keys that you have generated will appear in this list including the Channel Partner it is registered to, the End User Organization that activated it, the activation date and expiration date, and key status.



The screenshot shows the 'Subscription Keys' management interface. At the top, there are tabs for 'Organization', 'Keys', and 'Services & Pricing'. The 'Keys' tab is active, showing a summary: 'Total 17', 'Expiring Soon 0', and 'Expired 0'. A date range filter is set to '09/16/2025 - 09/23/2025'. An 'Export' button and a 'Generate Keys' button (highlighted with a red box) are visible. Below the summary is a table of keys with columns: Key, Type, Purchased, Duration, Price, Created By, CP, Sub CP, EU, Activated, Expiration, and Status.

Key	Type	Purchased	Duration	Price	Created By	CP	Sub CP	EU	Activated	Expiration	Status
9F17-A09C	Standard	8 CH	1 Year	\$0	System (09/19/2025)	CAR75445 Brandon CP_1	SAC75477 브라이언	EACM3317 BRANDON'S COVA	09/19/2025	09/19/2026	Activated
FFAE-43EF	Standard	4 CH	1 Year	\$0	System (09/19/2025)	CAAD0461 RND CP		EAA07936 RND EU	09/19/2025	09/19/2026	Activated
ST-9FF2-D5B4	Storage	3 TB	1 Year	\$800	Brandon Krebs (09/18/2025)	CACM7694 DW QA CP (Stella)	SACM7973 Tech Support	EACM1197 Tech Support (Tampa)	09/18/2025	09/17/2026	Activated

- 4) Click the “Generate Keys button and select the requested Key Type, then click the “Next” button.
- 5) Select the *Duration* to determine how long the Subscription Key will remain valid, the number of channels it will cover, and the quantity of keys with these parameters.
Click the “Next” button to continue.

Generate Keys ✕

Select Key TypeKey InfoConfirm Key Info

Key Type *

Duration *

Number of Channels *

Quantity of Keys *

Please fill out the fields above for the selected key type. The total cost will be calculated later.

- 6) A summary of the Key Information will be displayed.
If the information is correct, click the "Generate Keys" button and copy the Subscription Key or download an upload file.

Generate Keys



Select Key Type

Key Info

Confirm Key Info



Confirm Key Information

Review the information below before generating the keys.
Once a key has been created, it cannot be removed.

Key Type

Standard

Duration

1 Year

Number of Channels

16

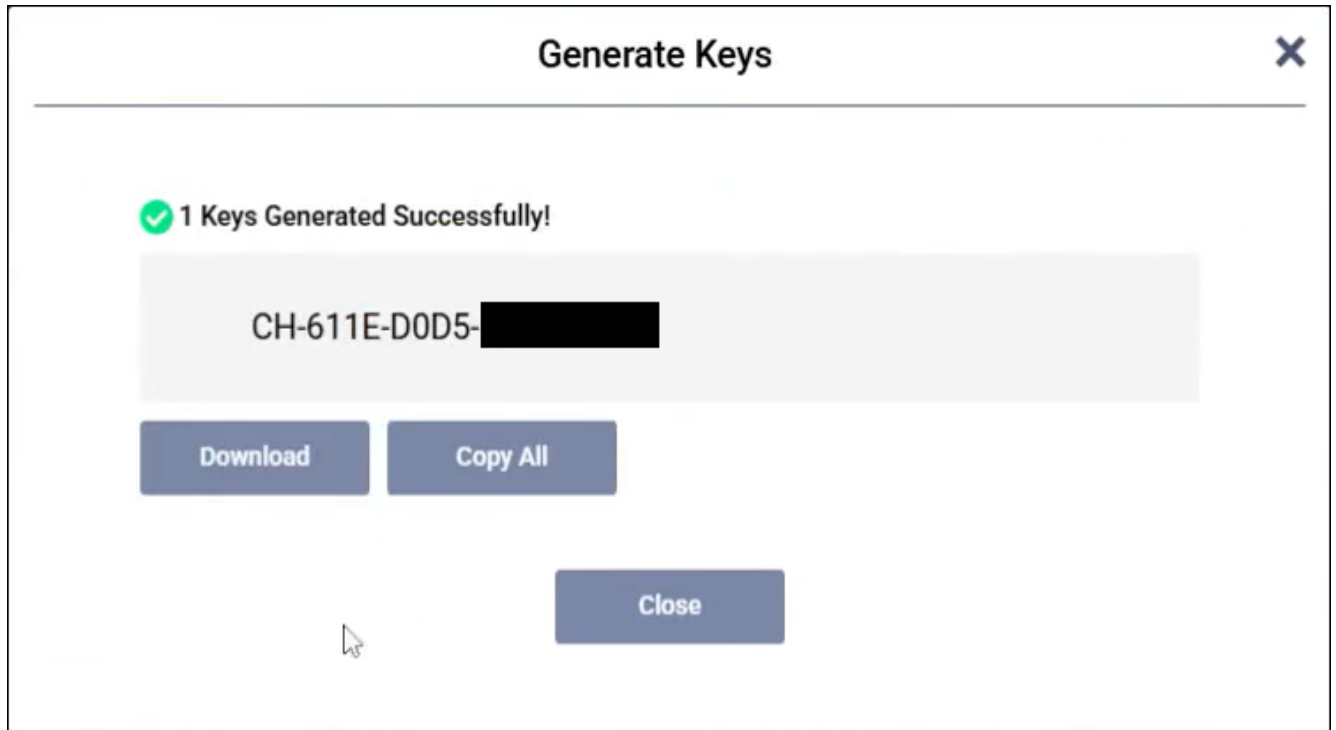
Quantity of Keys

1



Previous

Generate Keys



- 7) Shared the Subscription Key with the Channel Partner who approved the request for their End User. The Channel Partner will need to enter the key for their End User's organization so that it can be activated by the EU Administrator.

You can monitor the activation status of the Subscription Key from the *Subscription > Keys* menu in your myDW portal.

For More Information or Technical Support

DW Technical Support: <https://www.digital-watchdog.com/contact-tech-support/>

DW Sales: sales@digital-watchdog.com | www.digital-watchdog.com