
Download a video clip

Video clips can be downloaded in multiple formats from the Customer Website or Customer app. For more information about the different format options, see [In what file formats are snapshots and video clips saved?](#)

To download a video clip on-demand, a recording must first be requested using either the Customer app or the Customer Website. Then follow the steps on this page. For more information about requesting an on-demand recording, see [Take a video recording](#).

Note: Video clips can only be viewed and downloaded with a customer's login. Viewing and downloading video clips cannot be done using Login with Access. For more information about logging in with access, see [Using Login with Access](#).

Download a previously recorded video clip

Previously recorded video clips can be downloaded using the Customer Website or Customer app.

Expand all

To download a previously recorded video clip using the Customer Website: ^

1. Log into the Customer Website.
2. Click **Video**.
3. Click **Saved Video Clips**.
4. Mouse over the desired clip, then click ⋮.
5. Click Download **Download Clip**. The download starts automatically.

Note: If the user has not selected a preferred download format, they are prompted to do so before the clip begins downloading.

To download a previously recorded video clip using the Customer app: ^

1. Log into the Customer app.
2. Tap **Video**.
3. Tap **Saved**.
4. On the desired clip, tap Ⓞ.



5. Tap Download. The download starts automatically.

Note: If the user has not selected a preferred download format, they are prompted to do so before the clip begins downloading.

Download multiple clips at once

Multiple clips can be downloaded at once using the Customer Website.

To download multiple clips at once:

1. Log into the Customer Website.
2. Click **Video**.
3. Click **Saved Video Clips**.
4. Click **Bulk Actions**.
5. Click to select the desired clips or click



to select all the videos shown on the page.

6. Click Download. The download starts automatically.

Note: If the user has not selected a preferred download format, they are prompted to do so before the clip begins downloading.

