

## QUESTION:

I noticed that I was unable to upload a video due to a quota being reached. What does this mean?

## Account Quota

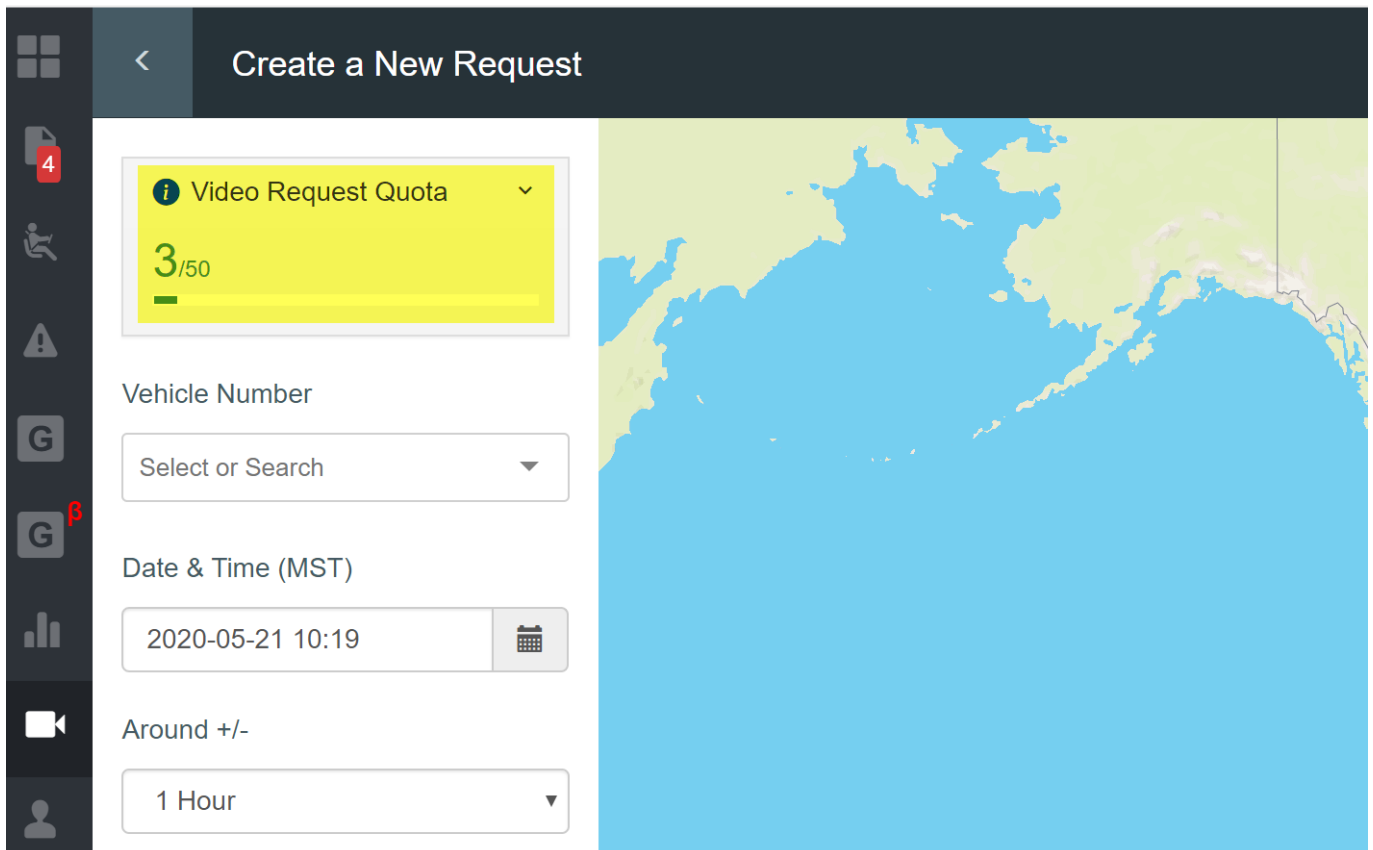
Your account has a limited number of video upload requests that can be made within a given month, referred to as your Video Request Quota. The quota is directly related to the number of camera devices registered/assigned to your account: for 1 device there are 10 available requests per month. For example, if your account has 25 devices then your quota is 250 video requests per month.

## Viewing Your Quota Balance

You can view the number of videos that you have uploaded vs. your allotted monthly video upload quota when creating new requests.

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Once 80% of your monthly quota is used, the Dashboard will indicate the likelihood of exceeding the budget with color-coding. At this time it may be possible to retrieve emergency requests after your account quota for the current month has been exceeded, however, it is not guaranteed.

# How Many Videos Can I Upload?

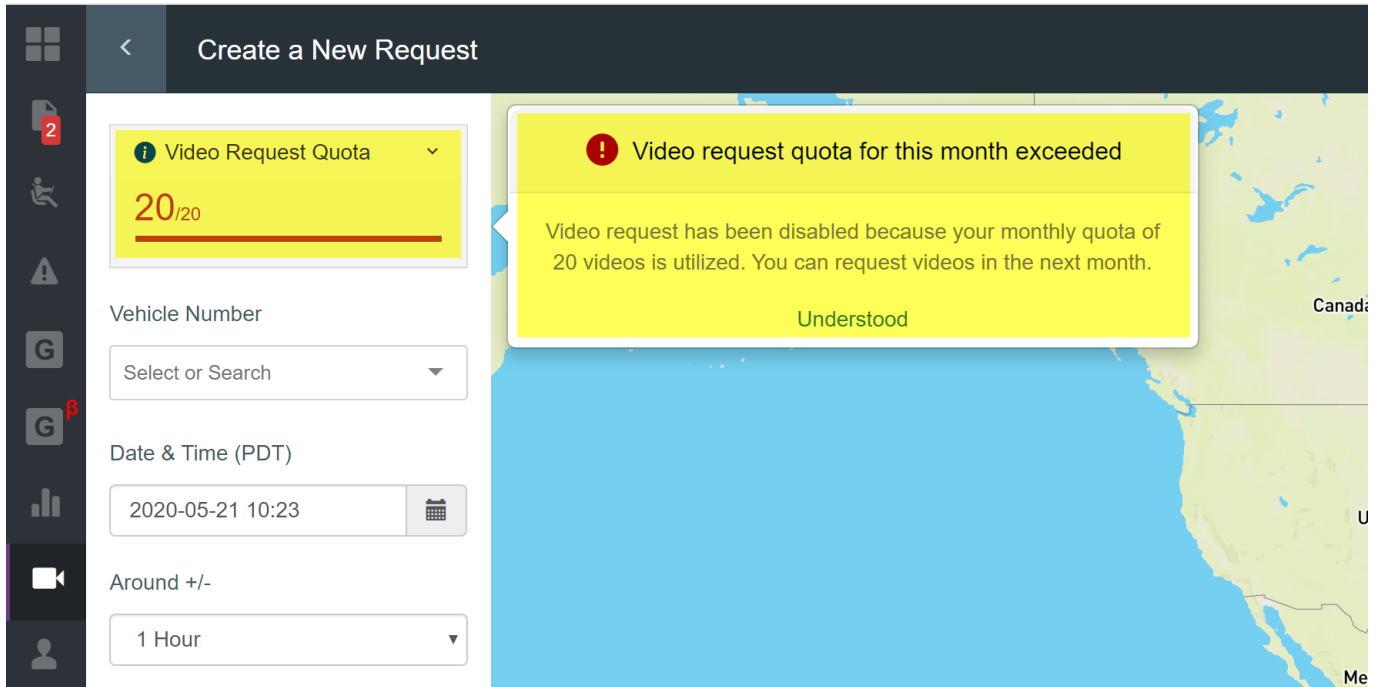
Link: <https://help.responsiblefleet.com/deep-dive/how-many-videos-can-i-upload/> Last Updated: May 22nd, 2020



**Note.** Any unused quota balance from the previous month will not be carried forward.

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**Create a New Request**

**Video Request Quota** 20/20

**Video request quota for this month exceeded**

Video request has been disabled because your monthly quota of 20 videos is utilized. You can request videos in the next month.

**Understood**

Vehicle Number

Select or Search

Date & Time (PDT)

2020-05-21 10:23

Around +/-

1 Hour

The following conditions contribute to the upload count:

- Each minute of video uploaded via Event Access is counted as 1.
- Alert Video that was not automatically uploaded but requested via the Dashboard is counted as 1.
- Requests made through the GPS Portal are counted as 1.