[TO-3514] Verkada Subscription is expired Created: 29/Jan/25 Updated: 18/Mar/25			
Status:	TICKET RESOLVED		
Project:	Technology Operations Board		
Components:	None		
Fix versions:	None		

Type:	Purchase/Order	Priority:	Medium		
Reporter:	Alejandra Ayala	Assignee:	Solounge Bowen		
Resolution:	Unresolved	Votes:	0		
Labels:	None				
Remaining Estimate:	Not Specified				
Time Spent:	Not Specified				
Original estimate:	Not Specified				

Attachments:	Screenshot 2025-03-18 at 12.5	5.33 PM.png Screenshot 202	5-03-18 at 12.53.25 PM.png Screenshot 2025-03-18 at 12.53.36 PM.png Screens	shot 2025-03-18 at 12.54.47 PM.png	
Issue links:	Problem/Incident				
	is caused by	TSD-42310	Verkada Subscription is expired	Escalated to Tech Ops	
	Relates				
	relates to	TO-3566	Verkada access	TICKET RESOLVED	
	relates to	TO-3572	Verkada access	TICKET RESOLVED	
	relates to	TO-3581	Verkada Access	TICKET RESOLVED	
	relates to	TO-3674	Verkada access for new employees	TICKET RESOLVED	
Vendor / Issue Type:	Verkada				
Key Performance Indicator:	Data Quality & Safety Improvement, Impact on cost of care, Improved User Experience, IT				
KPI Measure:	Verkada subscription renewal completed. Successfully claimed licensing keys and restored services. All features should be functioning properly—confirmed with the Verkada team.				
Office/Clinic Location:	CA-04 Santa Monica / Los Angeles				
Completion date:	18/Mar/25 1:14 PM				

## Description

Requestor: Alejandra Ayala

Link URL: n/a
Office/Location :
Patient ID: n/a

Verkada Subscription is expired and needs to be renewed.

## Comments

Comment by Solounge Bowen [30/Jan/25]

Hi Alejandra Ayala, thank you for bringing this issue to my attention. I have investigated further and can confirm that we have not yet received approval for our Verkada renewal, which is causing the delay. I will provide an update as soon as I receive confirmation that the subscription have investigated further and can confirm that we have not yet received approval for our Verkada renewal, which is causing the delay. I will provide an update as soon as I receive confirmation that the subscription have investigated further and can confirm that we have not yet received approval for our Verkada renewal, which is causing the delay. I will provide an update as soon as I receive confirmation that the subscription have investigated further and can confirm that we have not yet received approval for our Verkada renewal, which is causing the delay. I will provide an update as soon as I receive confirmation that the subscription have investigated further and can confirm that we have not yet received approval for our Verkada renewal, which is causing the delay of the confirmation that the subscription have not yet received approval for our Verkada renewal, which is causing the delay of the confirmation that the subscription have not yet received approval for our Verkada renewal, which is causing the delay of the confirmation that the subscription have not yet as the confirmation of the confirmation that the confirmation is the confirmation of the confirmation that the confirmation is the confirmation of the confirmation that the confirmation is the confirmation of the confirmation that the confirmation is the confirmation of the confirmation that the confirmation is the confirmation of the confirmation that the confirmation is the confirmation of the confirmation of

## cc: Jasmine Sekhon

Comment by Jasmine Sekhon [ 13/Feb/25 ]

Escalated to Scott and Gina.

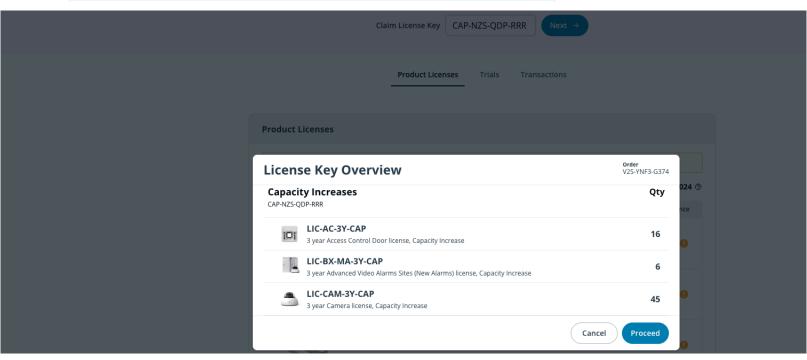
Comment by Solounge Bowen [ 18/Mar/25 ]

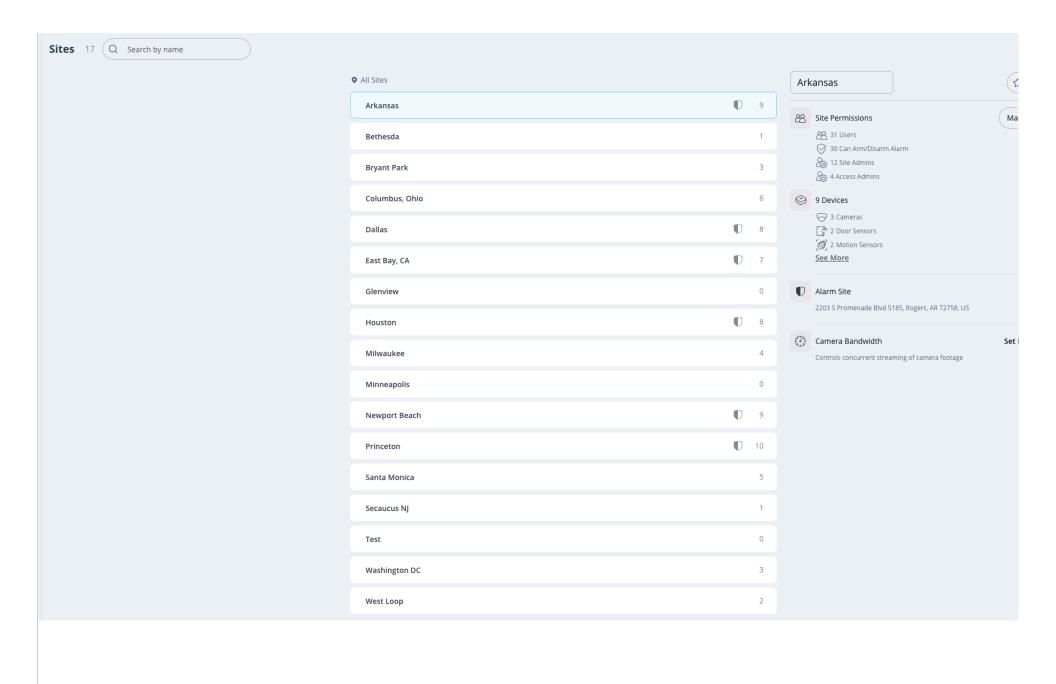
Sent an email to Verkada team asking for the keys to claim the licensing. They've provided the keys and I was successfully able to claim them and see the sites with it's users. I'll proceed to work on the Blocked verkada tickets

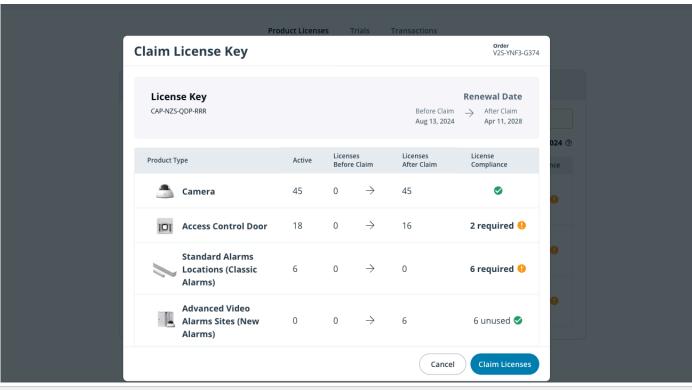
## Contacts

- patrick.long@verkada.com (Solutions Engineer)
- brian.loskamp@verkada.com (Account rep)

Date	License Key	User	Action
Mar 18, 2025	LAR-DBV-QNZ-QKK	solounge.bowen@kindbody.com	Claim - Extension of renewal date
Mar 18, 2025	CAP-NZS-QDP-RRR	solounge.bowen@kindbody.com	Claim - Increase to licensed units







Comment by Solounge Bowen [ 18/Mar/25 ]

Hi Alejandra Ayala, I wanted to provide you with an update: Verkada services have been successfully restored, and all features within your account should now be functioning properly. Please let me know if you encounter any issues accessing your account. Thank you for your patience Generated at Tue Mar 18 22:25:34 GMT 2025 by Solounge Bowen using Jira 1001.0.0-SNAPSHOT#100282-rev:636312f2dc6e26921216979d4ae12655beeff255.