



# Mailroom User Guide



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# 01 Overview

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Verkada Mailroom is designed to streamline delivery management across all your facilities, ensuring inventory, supplies, and packages reach the correct recipients on time. It allows organizations to quickly and securely manage delivered packages and can leverage camera feeds to show when a package was delivered, scanned, or picked up. You can use your existing phone or tablet without needing to purchase additional devices by downloading the Mailroom app.

# 02 Initial setup

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## 2.1 Licensing requirements

Verkada Mailroom requires a Workplace license. Each license includes access to Guest, Mailroom, and Incident Response.

## 2.2 Getting started

To get started, download the Mailroom app from the App Store or the Google Play store



## 2.3 Network configuration

Certain network configurations may be necessary if your organization uses firewalls.

- **IP Address:** Mailroom tablets and phones must be assigned an IPv4 address to communicate with Verkada Command. Devices use Dynamic Host Configuration Protocol (DHCP) and User Datagram Protocol (UDP) to obtain their address. If a specific IP address is needed, a DHCP reservation should be created using the device’s MAC address.
- **DNS:** Mailroom devices use the DNS server to resolve Verkada’s fully qualified domain names (FQDN) using UDP port 53. DNS over HTTPS (DoH) is currently not supported.
- **Firewall:** Verkada devices are incompatible with LANs that require proxy servers or Secure Socket Layer (SSL)/Transport Layer Security (TLS) inspection; a bypass for all Verkada devices must be implemented if these are in use.
- **General Endpoints:** If you prefer a general allowlist, allow communication to \*.verkada.com using UDP/123 and TCP+UDP/443, in addition to various IP ranges and UDP ports (10000-20000 or 1024-65535, depending on the range). More granular, region-specific firewall rules (United States or Europe) are also available.



# 03 Site creation and management

## 3.1 Creating or importing a Mailroom site

1. In **Command**, go to **all products > Workplace > Mailroom**
2. **Create a new site:** Enter the site address and site name, then click **create**.
3. **Designate an existing site:** You can import an existing Verkada site under "existing customers" during initial setup, or later by selecting **Mailroom settings > account > import a Verkada site**.

## 3.2 Removing a Mailroom site

To get started, download the Mailroom app from the App Store or the Google Play store

1. In **Command**, go to **All Products > Workplace > Mailroom**.
2. Select **Mailroom Settings**.
3. Under **Organization > Remove Site**, click **Remove** twice to confirm.

# 04 Configuring Mailroom settings

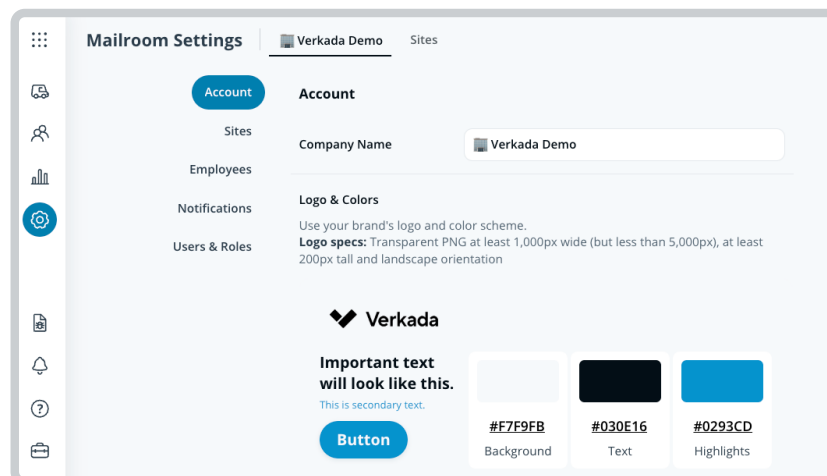
Mailroom settings can be configured at the organization level (applying to all sites) or the site level (applying to individual sites).

Setting up Mailroom involves configuring general organizational details, managing the list of individuals who can receive packages, and establishing communication preferences. These settings can be configured at the organization level, which applies globally to all sites, or at the site level, which applies only to an individual site.

To navigate to Mailroom settings, go to **all products > Workplace > Mailroom**, then click **Mailroom settings**.

## 4.1 Account settings

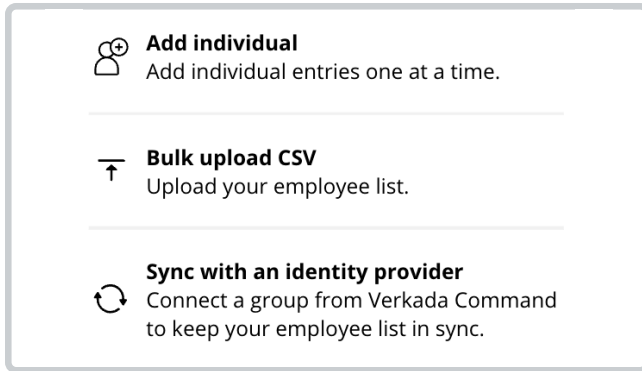
On the **account** page, you set your organization's name, select a color scheme, and upload your logo. Under site details, you can further customize site-specific logos and colors.





## 4.2 Employee settings

1. Add employees on the **employees** tab > **view employees** > **manage employees**
2. Select how you'd like to upload the employee(s) from the drop-down menu (see image below).



**Note on Site vs. Organization Employee Lists:**  
A site-level employee list will override an organization-level employee list for that site.

### Option 1:

#### Add an individual user

This option requires an email address, first name, and last name. Inputting mobile numbers for notifications is also optional.

### Option 2:

#### Bulk upload CSV

You can bulk upload employees using a CSV (.csv) file.

Notes on CSV formatting:

- The CSV file must have case-sensitive headers.
- The phone and photo columns must exist in the CSV, although populating values for these columns is optional.

### Option 3:

#### Sync with an identity provider (site-level only)

If your organization has an existing SCIM integration, you can import employees from your SCIM-managed groups.

## 4.3 Notification settings

Notification settings determine how users are alerted when a package is ready for pickup. Org admin permissions are required to manage these organization-level Mailroom settings.

### Supported notification methods:

- Email
- SMS
- Slack
- Microsoft Teams

To configure the notification methods for your organization:

1. In Command, go to **all products** > **Workplace** > **Mailroom**.
2. On the left navigation, click **Mailroom settings**.
3. Under **notifications**, select the box next to the method(s) you prefer for notifying your users (**email, SMS, Slack, or Microsoft Teams**).

Once an org admin enables these methods, individual users can customize their notification preferences at [my.verkada.com](https://my.verkada.com).

When a package is delivered, users are notified via their preferred contact methods and can mark their packages as picked up.



# 05 Roles and permissions

## 5.1 Common actions and permissions

Action	Org Admin	Site Admin	Site Viewer
Edit organization-level Mailroom settings (e.g., configure org-wide notifications)	✓	✗	✗
Edit site-specific Mailroom settings	✓	✓	✗
Manage employee recipient lists (organization-level)	✓	✗	✗
Manage employee recipient lists (site-specific)	✓	✓	✗
Import and modify sites (e.g., convert existing sites to Mailroom sites)	✓	✗	✗
Assign or remove Workplace Site Admin/Viewer roles	✓	✗	✗
Add/edit cameras (scan camera or context cameras)	✓	✓	✗
Scan in delivered packages (using the Mailroom app)	✓	✓	✓
Search for packages (by recipient, carrier, date, or location)	✓	✓	✓
Switch between packages that are waiting or picked up	✓	✓	✓
View Mailroom logs and analytics	✓	✓	✓
View context camera footage (requires camera permissions)	✓	✓	✓
See the Mailroom tab under All Products in Command	✓	✓	✓

### Note on permissions:

- Org Admin possesses the highest level of access, allowing management of permissions and devices at a global level. This role is required to manage organization-level Mailroom settings.
- Site Admin can manage employees from site-specific lists and edit site-specific settings, but cannot manage global roles or organization settings.
- Site Viewer is the minimum access required to use the Mailroom app to scan in packages and view Mailroom logs and analytics. Site Viewers are generally restricted to operational tasks and cannot modify settings or manage users/devices.



# 06 Daily operations with Mailroom

## 6.1 Supported mail carriers

The Verkada Mailroom app can automatically parse tracking numbers from these carriers: Amazon, Canada Post, DHL, FEDEX, OnTrac, Royal Mail, UPS, and USPS.



Verkada Mailroom can automatically detect the recipient name on standard shipping labels and hand-written delivery addresses.

## 6.2 Accessing key dashboards

1. Go to **all products** > Workplace > Mailroom.
2. Select **Mailroom home** in the left navigation.
3. To switch between different Mailroom sites, click the dropdown at the top left corner and select a site.

## 6.3 Searching for packages

From the home dashboard, Mailroom admins can perform searches and package management actions such as:

- Search for packages by **recipient name, location, carrier, or arrival/pickup date.**
- Switch between packages that are **waiting** or **picked up.**

## 6.4 Basic package handling flows

Verkada Mailroom is flexible and supports different operational styles depending on whether your organization prefers a self-service model or a concierge-style delivery service. Below are the two most common workflows.

Mailroom staff flow	Recipient pickup
<p>In this flow, the mailroom staff receives the delivery and goes through the package intake steps. They use the Mailroom App on a phone or tablet.</p> <ol style="list-style-type: none"> <li><b>1. Scan</b> <ul style="list-style-type: none"> <li>• Scan the package label using the Mailroom app.</li> </ul> </li> <li><b>2. Assign location</b> <ul style="list-style-type: none"> <li>• Select a Pickup Location in the app (e.g., "Lobby Shelf 1") so the recipient knows exactly where to go.</li> </ul> </li> <li><b>3. Capture image</b> <ul style="list-style-type: none"> <li>• The system automatically associates a video clip from the Scan Camera with the event. You can also take a photo of the package condition if needed.</li> </ul> </li> <li><b>4. Done</b> <ul style="list-style-type: none"> <li>• Once you hit save, the package moves to the "Waiting" list, and the system handles the rest. You do not need to track down the employee.</li> </ul> </li> </ol>	<p>The recipient's experience is centered on notifications and retrieval. They do not need access to the Mailroom app; they interact primarily through notifications.</p> <ol style="list-style-type: none"> <li><b>1. Getting notified</b> <ul style="list-style-type: none"> <li>• As soon as the staff scans the item, you receive an alert via your preferred method (Email, SMS, Slack, or Microsoft Teams).</li> <li>• Reminders will be regularly sent according to an organization's settings until the package is picked up.</li> </ul> </li> <li><b>2. Picking up your package</b> <ul style="list-style-type: none"> <li>• Go to the location specified in the message</li> <li>• Click the link provided in the notification (or log into the user portal) to mark the item as picked up.</li> </ul> </li> </ol>