

Getting Started Guide

Hikvision Technology Partner Portal

Welcome to the Hikvision Technology Partner Portal (TPP). This Getting Started Guide aims to help our Hikvision Technology Partners start exploring the many great opportunities within this framework.

tpp.hikvision.com

We are always here to assist you. If you have any questions or face any issues, please file an [Online Case](#) or contact your partner alliance manager.



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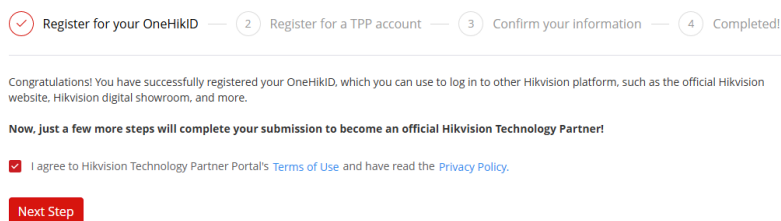
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1. Account Registration and Management

1.1 Registering an Account

TPP -> [Register](#)

- i) Navigate to the TPP using the link tpp.hikvision.com
- ii) Click  in the top right corner and submit the form to create your OneHikID* account. If you already have an OneHikID account registered on other Hikvision platforms, please click  [Log in](#) to access your existing OneHikID credentials first.
* The OneHikID system enables our customers and partners to access Hikvision's various platforms through one single ID.
- iii) The page will automatically direct you to continue with the TPP registration. Read and accept the Terms of Use and Privacy Policy, then click on "Next Step" to proceed.



The screenshot shows a progress bar with four steps: 1. Register for your OneHikID (checked), 2. Register for a TPP account (active), 3. Confirm your information, and 4. Completed. Below the bar, a message reads: "Congratulations! You have successfully registered your OneHikID, which you can use to log in to other Hikvision platform, such as the official Hikvision website, Hikvision digital showroom, and more." Another message states: "Now, just a few more steps will complete your submission to become an official Hikvision Technology Partner!" At the bottom, there is a checkbox labeled "I agree to Hikvision Technology Partner Portal's [Terms of Use](#) and have read the [Privacy Policy](#)." and a red "Next Step" button.

- iv) Enter your company, integration and administrator information and confirm again.
- v) Submit your registration and await approval.

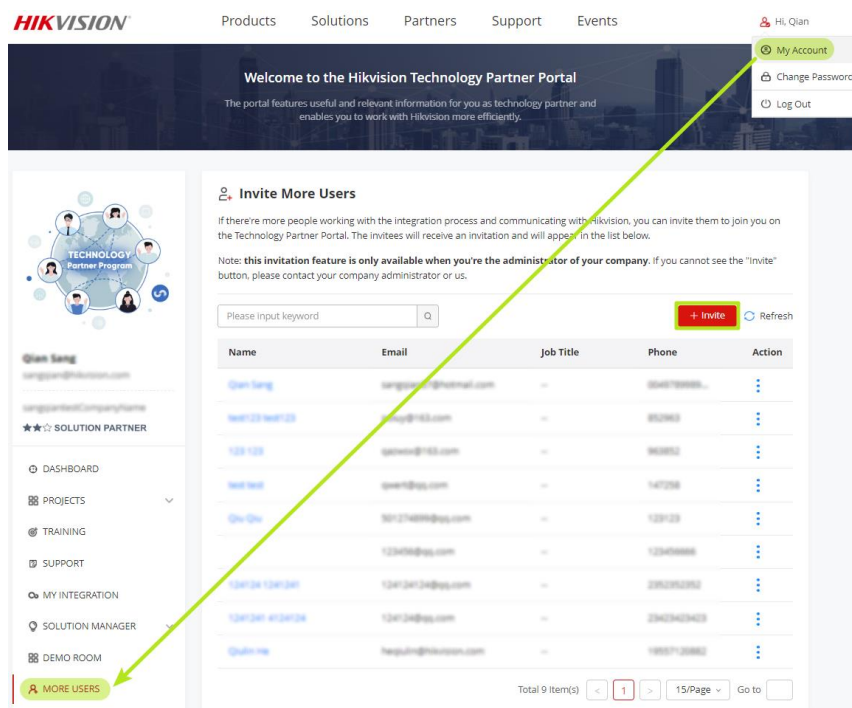
!! Your application will be reviewed by the local partner alliance manager. An email notification of approval or rejection will be sent to you. The process takes usually 1-3 business days.

1.2 Inviting Colleagues

My Account -> [MORE USERS](#) -> [+ Invite](#)

If there are more people working with the integration process and communicating with Hikvision, as an admin*, you can click on the "Invite" button under *My Account* -> *MORE USERS* to invite your colleagues to join your company's account. The invitees will receive an invitation and will appear in the list of people with access under your account's settings.

* The admin is by default the first user who registers the TPP account for their company. This invitation feature is only available when you're the admin of your company's account. If you'd like to change the admin user, please [contact us](#).



1.3 Updating Company Information and Applying for Listing on the Partner List

My Account ->
DASHBOARD ->
Account Management
-> [Update Public Information](#)

You can update your company information and apply to have your company profile listed publicly on the [Find a Technology Partner](#) page by navigating to “Update Public Information” from the dashboard.

Account Management

[Update Public Information](#)

[Change My Profile and Subscription](#)

[Invite More Users](#)

[Change Password](#)

!! Your company registration details will appear on the [Find a Technology Partner](#) page publicly only if you click on the “Yes” button, below:

Please select one of the options below:

* I agree to allow HIKVISION to share my company information publicly.

☒ Yes ☐ No

1.4 Upgrading Your Partnership Level

Our Technology Partner Program features three partnership levels: Integration Partner, Solution Partner and Premium Partner.

Click [here](#) to see the benefits as well as the requirements for each level.

My Account - >
DASHBOARD -> Co-
Marketing ->
[Partnership Level-up
Request](#)

Once you register, you will automatically become an Integration Partner and have access to resources and materials that help you easily integrate with Hikvision products. If you are ready to upgrade to a higher level for more benefits, i.e. Solution Partner or Premium Partner, you can submit a request by clicking the “Partnership Level-up Request” from the dashboard.

| Co-Marketing

Publish a Solution to Market	⌵	Partnership Level-up Request	⌵
Register a Hikvision Event	⌵	Download Hikvision Logo	⌵

!! We will review your submission and reply within 7 business days for the evaluation result.

1.5 Changing Your Personal Profile and Subscription Option

My Account - >
DASHBOARD ->
Account Management
-> [Change My Profile
and Subscription](#)

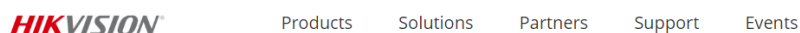
You can change your personal profile and options to subscribe to our newsletter or online training information from the dashboard at any time.

| Account Management

Update Public Information	⌵	Change My Profile and Subscription	⌵
Invite More Users	⌵	Change Password	⌵

2. Menu Navigation

There are two menus, one horizontal and one vertical. The horizontal menu is at the top of each page, while the vertical menu is in your account dashboard.



2.1 Horizontal Menu

Hikvision Logo

You can click on the Hikvision logo to return to the homepage anytime.

Products

This menu helps you find different methods to integrate Hikvision's popular products, such as MinMoe face recognition terminals (Access Control), central management platform (HikCentral Professional), and Hikvision Embedded Open Platform (HEOP), etc.

Solutions

Here you can find the integration solutions designed for different industries and scenarios, as well as joint-value solutions created by many of Hikvision's other technology partners.

Partners

Find all Hikvision technology partners (who have agreed to publicize their company) under *Partners* -> [Find a Technology Partner](#) page and official cooperation press releases under *Partners* -> [Partner Stories](#). The page [Opportunity Plaza](#) provides a variety of business needs and opportunities from around the world posted by Hikvision.

Support

Here you can find various support we offer to make your integration journey with Hikvision easier. The support includes integration knowledge, technical material downloads, third-party compatible lists, and more.

Events

This menu includes the latest technological or industry-related activities, such as webinars, trade shows, etc.

2.2 Vertical Menu

[My Account](#)

The vertical menu is on the left side of your dashboard, which you will automatically jump to after logging in. Alternatively you can also access the dashboard by clicking "My Account" in the sub-menu under your name in the top right corner of the page.

DASHBOARD

DASHBOARD

Here you can find access to helpful, commonly used pages or features.

PROJECTS

PROJECTS

Here you can share your business opportunities with us, and we will work with you to complete projects and create added value. The applications that you've submitted for projects we released in the [Opportunity Plaza](#) will also be listed here.

TRAINING

TRAINING

Find tutorial videos to guide you on how to integrate with Hikvision's products, or training videos for other purposes.

SUPPORT

SUPPORT

Use this item to submit any questions to us, e.g., technical SDK questions, commercial questions, or portal-related question. See [Point 5.1](#) below for more information.

MY INTEGRATION

MY INTEGRATION

Here you can create your integration results after the integration development and use our online verification service. See [Points 3.5 & 3.6](#) below for more information.

SOLUTION MANAGER

SOLUTION MANAGER

Use this item to upload and manage your solutions with Hikvision. See [Point 4.2](#) below for more information.

HEOP MANAGER

HEOP MANAGER

Here, partners can find all the guidance and development kits they need for app development and release (optional). This item is only available for partners who have joined HEOP and signed the HEOP license agreement. See [Point 3.3](#) below for more information.

MORE USERS

MORE USERS

If you're the administrator of your company, you can invite your colleagues to join the portal under your company's account. See [Point 1.2](#) above for more information.

3. Integration Development

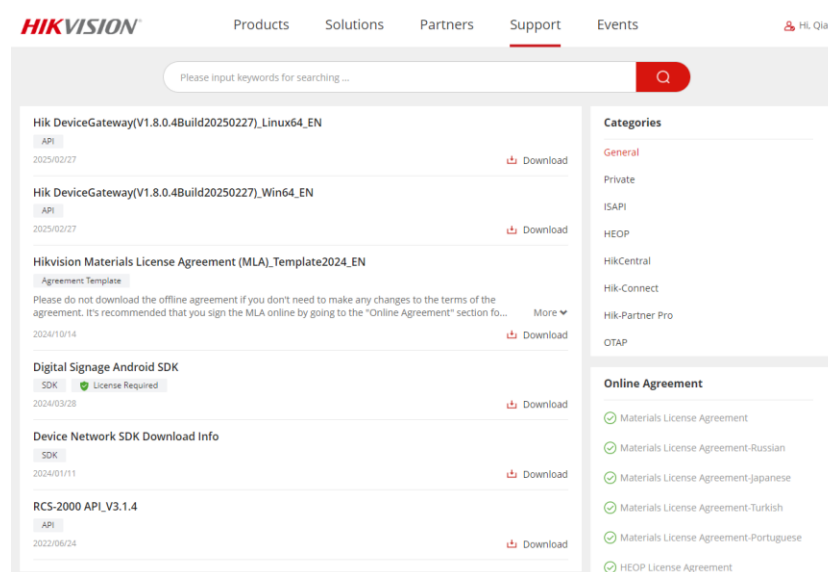
3.1 Downloading Integration Materials

Support - > Download
-> [Download](#)

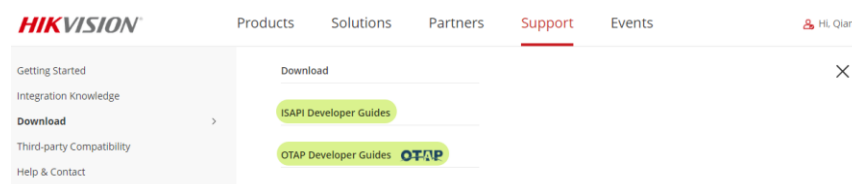
Access *Support* -> *Download* -> *Download* to download documents and other relevant materials for your integration development, such as SDKs, APIs, developer guides, etc. This page contains both files that are private to you as well as generic partner content.

To access restricted materials*, you can also launch the online signing process here. See [Point 3.2](#) below for more information.

* Restricted materials include resources related to ISAPI, OTAP, HEOP, etc.



To download the ISAPI or OTAP developer guides, you can access the quick link on the *Support* -> *Download* menu.



3.2 Online Signing Process to Access Restricted Materials

Hikvision uses DocuSign to sign agreements online to grant access to certain types of technical documentation*.

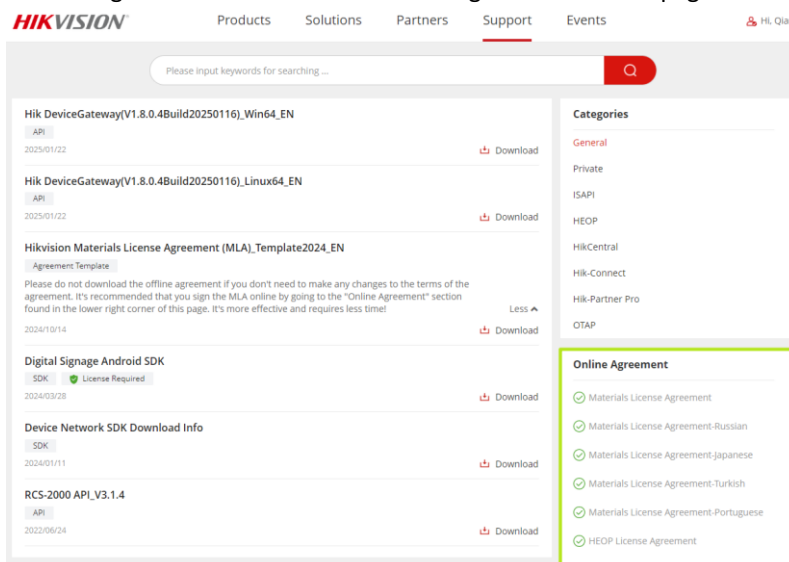
* Currently, on the TPP portal, only resources related to ISAPI, OTAP, and HEOP require signing an agreement. To illustrate this further, if you need to download HikCentral OpenAPI, you do not need to sign an agreement. After

Support -> Download
-> [Download](#)

logging into your account, you can directly download it from the *Download* menu.

To Launch the Online Signing Process:

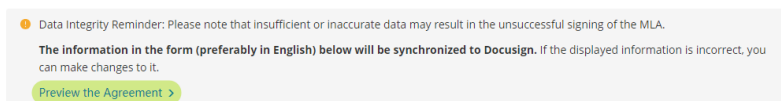
- i) Click *Support -> Download -> Download* on the top menu and find the "Online Agreement" section in the lower right corner of this page.



- ii) You can choose from two types of agreements to sign:
 - **Materials License Agreement (MLA)**
A general legal document for obtaining Hikvision's proprietary materials, such as ISAPI and OTAP, for example. Currently, in addition to English, we also provide MLA templates in Japanese, Portuguese, Russian and Turkish. You can choose the language version you prefer to sign, please do not submit multiple times.
 - **HEOP License Agreement**
Only visible after you join [Hikvision's Embedded Open Platform](#). See [Point 3.3](#) below for more information.
- iii) Select the appropriate agreement to access the company information registration form. You can preview the agreement.

Hikvision Materials License Agreement (MLA)

Company Information Registration Form

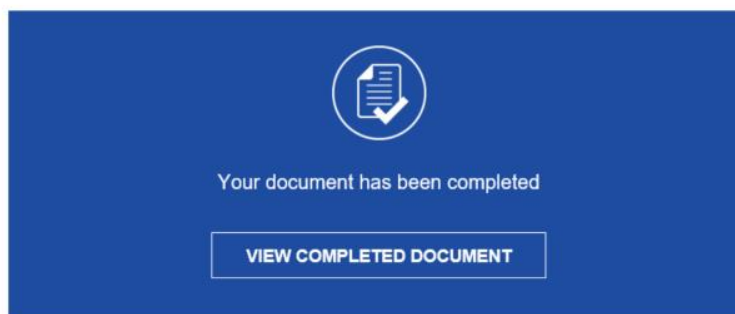


- iv) After filling out all the required fields, click [Go to Sign the Agreement](#) at the bottom, and the page will direct you to DocuSign.
- v) In the online DocuSign service, type in or upload an image of your signature.*

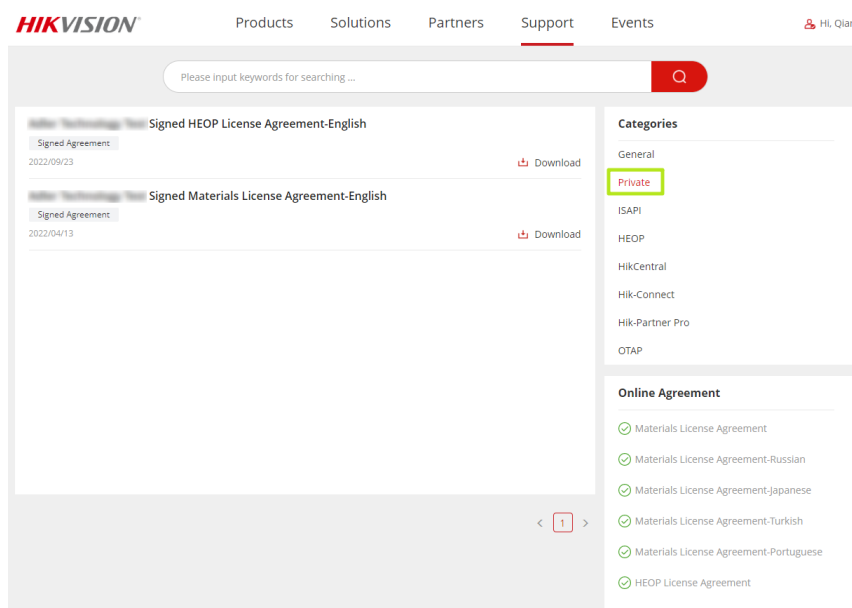
* This online service is provided by DocuSign, and no digital footprint will be transmitted or saved by Hikvision.

- vi) After you submit the agreement, we'll sign it back within 2 business days. DocuSign will send you an email indicating the completion of the online signing process. You will also be redirected to review the signed document(s) directly.

DocuSign



The signed agreements are also saved under the “Private” category for later retrieval. Only users under your company’s account can access these documents.

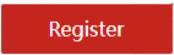


3.3 HEOP

Hikvision Embedded Open Platform, or HEOP, enables technology partners to develop and run their own applications on Hikvision hardware. If you are interested, you can follow the steps below:

To Join HEOP:

Products - > HEOP ->
[Hikvision Embedded
 Open Platform \(HEOP\)](#)

- i) Log into your TPP account or register an account for your company (See [Point 1.1](#) above).
- ii) Navigate to the page by visiting *Products -> HEOP -> Hikvision Embedded Open Platform (HEOP)* or using this link: tpp.hikvision.com/tpp/HEOP
- iii) Click  at the bottom of the page to fill out the registration form.
- iv) Upon approval, access *Support -> Download -> Download* to sign the online HEOP License Agreement (See [Point 3.2](#) above for more information).
- v) After we sign the agreement back, access *My Account -> HEOP MANAGER* to download the developer guide and other development materials.

3.4 Training

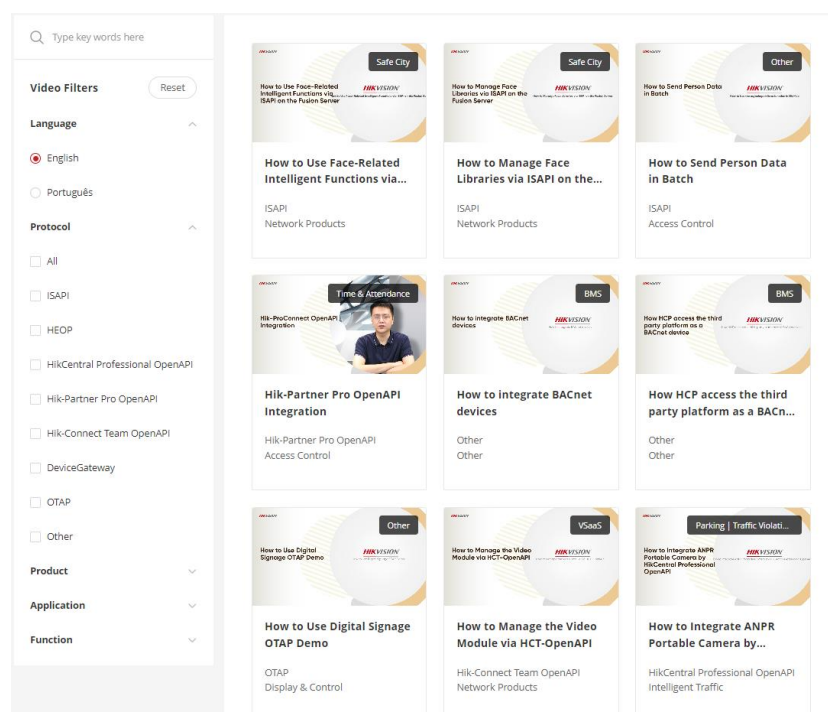
Support - > Integration
 Knowledge -> [Tutorial
 Videos](#)

Support - > Integration
 Knowledge -> [How-to
 Guides](#)

We provide two types of materials to guide you on how to integrate with Hikvision's products, including integration steps, interface screenshots, body data template uploading, etc. These two types are:

Tutorial Videos

Access *Support -> Integration Knowledge -> Tutorial Videos* to find the training videos. Some of these tutorials come even in the form of face-to-face videos, so that you can learn more intuitively.



How-to Guides

Access *Support -> Integration Knowledge -> How-to Guides* to find the training guides in the conventional “text and image” format.

3.5 Publishing Your Integration Results

My Account -> MY
INTEGRATION ->
[Create an Integration
Result Entry](#)

After you complete the integration development, you can publish the integration results to our public [Third-party Compatibility](#) list. This page is visible to everyone and can be circulated among Hikvision teams. When a potential project comes up, our Hikvision colleagues around the world can find the integration information immediately and take the next step to get started.

To Publish an Integration Result Entry:

- i) Access *My Account -> My Integration* and click on “Create an Integration Result Entry”.

Your Product	Release Status	Verification Status	Hikvision Product	Action
My Platform	Draft	Not Verified	Network Cameras	⋮
Project Test	Published	Apply for Verification	Alarm	⋮
My Platform	Draft	Not Verified	Parking Management	⋮
Project Test	Published	Hikvision Verified	Access Control	⋮
My Platform	Draft	Not Verified	Network Cameras	⋮

- ii) Enter the information of your product, the integrated Hikvision product, and the integration features.
- iii) Enter the URL of a video that demonstrates the integration features. This step is optional and only needed if you want to obtain the “Hikvision Verified”* badge.
* Hikvision Verified: An official announcement of your technology's compatibility and performance with Hikvision are ready for the market.
- iv) Submit the form and await approval.

!! The publication of the integration information to our Third-party Compatibility list is not equivalent to “Hikvision Verified”. To get “Hikvision Verified”, you must provide a video or book an online meeting with us to prove your integration functions. See [Point 3.6](#) below for more information about “Hikvision Verified”.

3.6 Getting Your Integration Results “Hikvision Verified”

My Account -> [MY INTEGRATION](#)

You can use our verification service to verify your integration results and obtain our official "Hikvision Verified"* badge for further promotional activities.

To Get “Hikvision Verified”:

- i) Click on “Apply for Verification” on a published integration result entry.

- ii) Select your preferred verification method—send us a video or book a remote meeting with us, and enter corresponding information.
- iii) Submit the form and await approval or confirmation.

Upon verification, our official verification badge will appear on your integration information.

4. Co-Marketing

By joining the Hikvision Technology Partner Program, you will find the resources and support you need. Furthermore, as a Hikvision Solution Partner, you will get better support all around—from technical validations and value creation to co-marketing promotions through Hikvision’s globally covered business network—and more.

4.1 Creating Joint-Value and Go-to-Market

Co-marketing with us is a great way to increase your value and widen your exposure in an expansive network.

To Launch a Co-marketing Campaign:

- i) Become a partner (See [Point 1.1](#) above).
- ii) Publish an integration result entry (See [Point 3.5](#) above).
- iii) Level up your partnership to “Solution Partner” (See [Point 1.4](#) above).
- iv) Publish a joint-value solution (See [Point 4.2](#) below).
- v) Co-marketing. [Contact us](#) to find out what co-marketing activities we can conduct.

4.2 Publishing a Joint-value Solution

*My Account ->
SOLUTION MANAGER
-> My Solutions ->
[Create Solution](#)*

You can submit an unlimited number of joint-value solutions* based on your integration with Hikvision products. Visit our [Joint-value Solutions](#) page to explore solutions published by other technology partners.

* A joint-value solution is a functional refinement and complement based on your integration with Hikvision that can be applied in a specific scenario to solve a specific problem or deal with a difficult challenge.

!! Currently, only “Solution Partners” can create solution pages on the portal. To upgrade to “Solution Partner” or a higher partnership level, see [Point 1.4](#) above.

To Create a New Solution Page:

- i) Access *My Account -> SOLUTION MANAGER -> My Solutions* and click on “Create Solution”.

A great way to increase your value and widen your exposure in an expansive network is through our [joint-value Solutions page](#). You can upload and manage your solutions here. Once you have submitted your solution details, our team will review your submission. You can also refer to the [joint-value Solution Review Guidelines](#) to help expedite the review process. (Please note that submission of a solution does not automatically guarantee approval. A notification will be sent to you in either case along with further information on next steps, if needed.)

Search Solution Q Status: All Create Solution Refresh

Solution Name	Status	Solution Type	Integration Protocol	Creation Date	Up	Action
Nucleus 3D Emergency and Incident Management System	Published	ARC (Alarm Receiving Center), PSIM	ISAPI, HCNetSDK	2023-03-02	20	
HRMS People test	Rejected	HRMS (Human Resource Management System), CRM	WebSDK, Hik-DeviceGateway	2023-03-02	20	
Access Control Platform, Parking Management & Entrance Control System	Published	Access Control Platform, Parking Management & Entrance Control System	ISAPI, ONVIF, Other	2023-02-27	20	
ARC (Alarm Receiving Center)	In Revision	ARC (Alarm Receiving Center)	ISAPI	2022-12-19	20	

- ii) Fill out the form. You can click “Preview” to see the page layout.
- iii) Click “Save as Draft” to save the solution, and it can be edited later.
- iv) Click “Submit” to submit the solution for approval when finished.

!! We'll review your submission, and if approved, the solution page will be published within 7 business days. Each time you edit the information, it will go through the approval process again.

4.3 Managing the Solution Requests

My Account ->
SOLUTION MANAGER ->
[Request List](#)

On this page you can find out who has been interested in your solutions. Users who have either requested download permission for the documentation attached to your solution page or attempted to get in touch with you will be listed in the table below. You may review the user's details by clicking on **Action/View**.

Regarding “Doc download” requests: you will need to approve any request by clicking on **Action/Approve**. The system will then send the document download link to the user via email.

Search Solution Q Status: All Request Type: All Refresh

Solution Name	Status	Company Name	Creation Date	Request Type	Action
Access Control Platform, Parking Management & Entrance Control System	New	sangpantestCompan...	2025-03-05	Doc download	
Access Control Platform, Parking Management & Entrance Control System	Approved	sangpantestCompan...	2025-03-05	Contact	
Access Control Platform, Parking Management & Entrance Control System	Approved	sangpantestCompan...	2025-03-05	Contact	
Access Control Platform, Parking Management & Entrance Control System	Approved	sangpantestCompan...	2025-03-05	Doc download	
Access Control Platform, Parking Management & Entrance Control System	Approved	sangpantestCompan...	2024-07-29	Doc download	
Nucleus 3D Emergency and Incident Management System	Approved	TTPCompany0803	2023-03-02	Contact	
Nucleus 3D Emergency and Incident Management System	Approved	TTPCompany0803	2023-03-02	Contact	

Contact Request

Click Action -> View to see who's interested in your solution.

Solution Name	Status	Company Name	Creation Date	Request Type	Action
AI Retailer Systems - Powering Data-Driven Stores	Approved	semipartner/Compan...	2025-03-05	Contact	<div>⋮</div> <div>View</div>
AI Retailer Systems -					

Download Request

You will only receive such requests if you select “Obtain my consent before granting access to download the file” while uploading files on the solution creating page, as show below:

Resource Files (<20MB)

Upload

How It Works - AxTraxPro Doors pağ

☒ Obtain my consent before granting access to download the file.

5. Help & Contact

5.1 Online Case

My Account ->

SUPPORT -> [New Case](#)

You can submit an Online Case to get any kind of support from us, and we will respond within 1 business day.

To Create a New Case:

- i) Access *My Account* -> *SUPPORT* and click on “New Case”.

Title	Status	Question Type	Creation Date
Test Case Interface	Pending	Co-marketing	2025-02-14

- ii) Select a question type from the list.

- iii) Fill out the form and click submit when finished

!! Your case will be assigned to an expert specializing in your region, and they will respond within 1 business day. Once we have replied, you will receive an email notification with a link to view the response on the portal.