



NICView FAQs

Is NICView secure?

NICView produces a streaming image that travels securely with up to 256-bit SSL encryption, the current web standard, similar to online banking. Cameras do not transmit sound & do not record video. No other users will have access to your baby's images unless you have provided them the log-in credentials.

How do I access NICView?

Once you have signed a consent form to use the NICView Streaming Camera System, you will be provided a print-out with your unique log-in credentials.

Please remind family and friends not to share your log-in credentials with others without your permission.

[Click here to access private streaming images of your baby](#)

Enter your unique log-in User Name and Password to connect. The first time you or a family member log-in from a new computer, tablet, or smart phone, you may be asked to acknowledge a one-time consent.

What will I see?

Once you are logged in, you will start receiving streaming images of your baby.

However, if the medical team is caring for your baby, the camera may be temporarily 'off-line' in which case you will see an 'off-line' image. Please check back shortly. Remember, your baby's care is the TOP priority and your baby's image may be off-line frequently. Please be patient and know your baby is receiving great care.

Does NICView record my baby?

The NICView system is live-stream only. In order to remain HIPAA-compliant, NICView does not record or store any video or images.

Helpful Information about NICView for Parents

The intent of the camera is to be a comfort and connection for you and your family. If you find the NICView camera creates anxiety or is a distraction, please let the staff know and the camera can be turned off.



The camera is mounted to the headwall of the unit where your baby is located and should not be moved. If you feel the camera lens needs to be repositioned, call the NICView technical service number at the bottom of the viewing screen. The camera lens can be repositioned remotely.

If your baby has a blanket over his/her incubator to protect from ambient light, your view will be darkened.

If your baby is under phototherapy, the color will be distorted.

The camera will be off-line when care is being provided for your baby.

How much does NICView cost?

The system is free to parents with babies in the NICU.

Who controls NICView?

Healthcare professionals in the NICU remain in control of video streaming at all times, and can manually disable cameras during treatment.

What if I have technical trouble, need assistance logging in, or the camera needs to be adjusted?

NICView provides technical support 24/7 for family members. Please call 1-855-642-8439