**MySecurityAccount User Documentation**
**Version: 4.0**

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# Logging into MySecurityAccount

After loading the web address http://mysecurityaccount.com/ or http://rapidweb3000.com/customer/, a session starts by logging in. Enter your entire account number (no dashes or spaces) and your password. Click the **Login** button. Please note if the username is the same as the password, a prompt will display asking for your zip code.

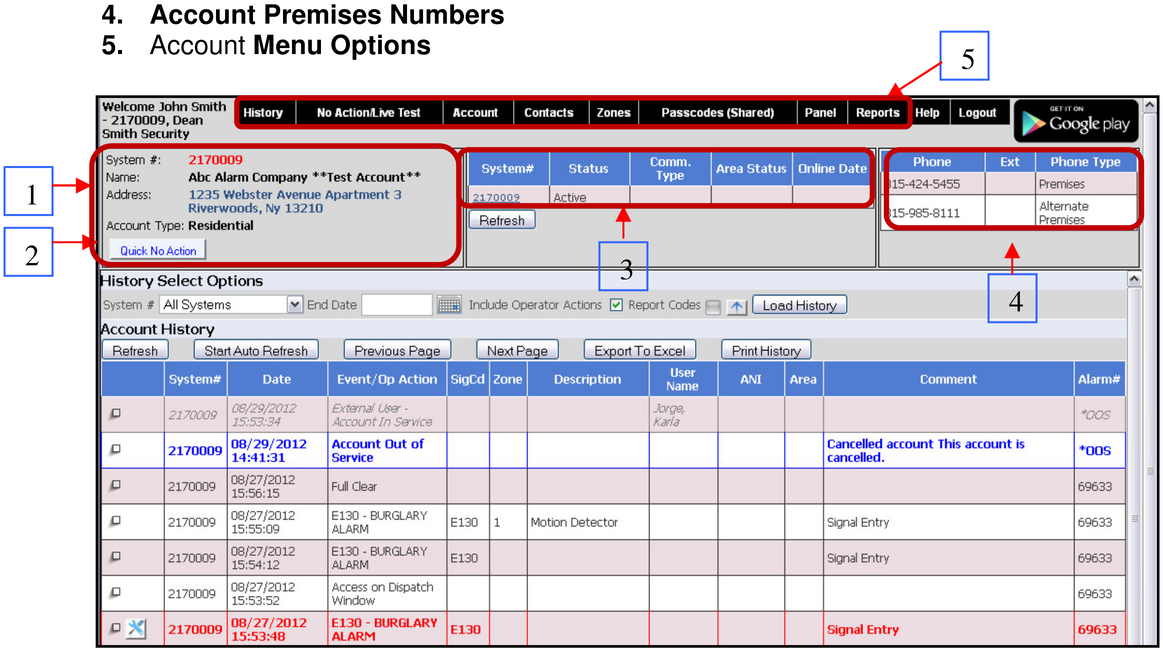
**Note:** If assistance is required logging in, please contact the main office.

We highly recommend using the latest version of Internet Explorer (v8 or higher), Mozilla Firefox, Safari or Google Chrome. To find out what version you are using, go to the Help menu and select the About section (About Internet Explorer; About Firefox, etc.). This will provide you with the information on the version you are currently using. A successful login displays the account screen.


# Interpreting the Account Screen

The Account screen displays the following information:

1. **System Number, Account Name**, **Address** & **Account Type**
2. **Quick No Action** button (places the whole account on test)
3. **System Number**, **Status** (will display either of the following: Active (Account in service), *Cancelled*, or on *No Action* (account is on test), **Communication Type** (identifies the primary setup of the panel: 2-Way, Digital, etc.), **Area Status** (displays any areas or partitions that are associated with the systems panel) and **Online Date**.
4. **Account Premises Numbers**
5. Account **Menu Options**

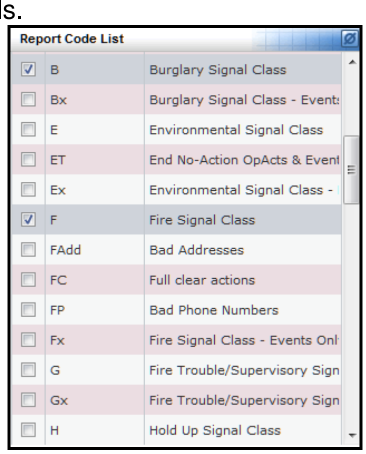


# History

The **History By Date** section will automatically display when you log in. This will display the history for the selected account and any associated secondary panels (such as radio backup system or a cellular back-up system).

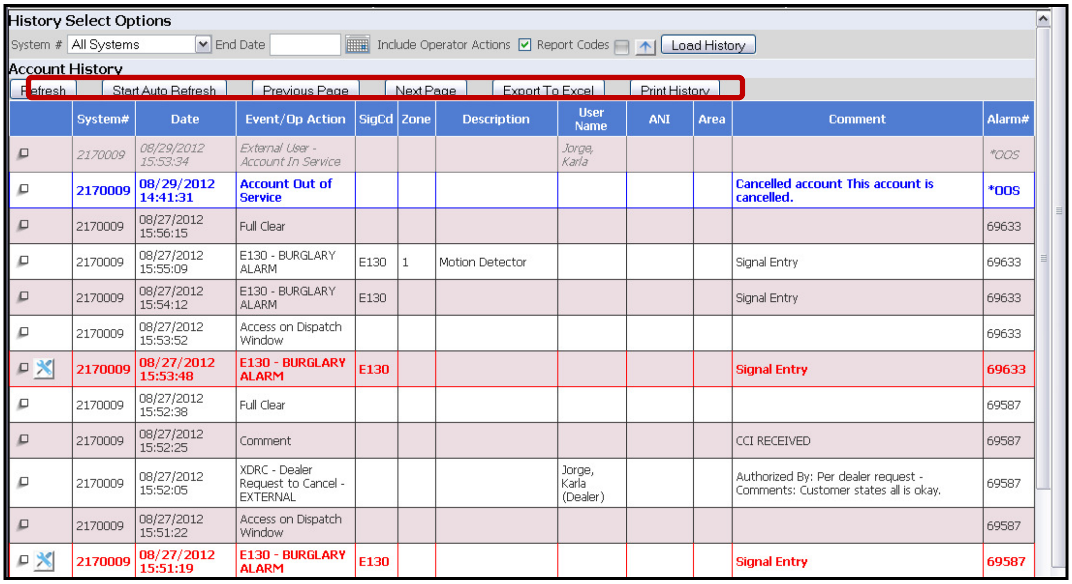
## History By Date


- **System #** (All Systems) – History from all system numbers associated with the account will be displayed automatically. If an account has more than one system number (digital, AlarmNet, etc.), specify which account you would like to review by clicking the desired account from the drop-down list.
- Entering an **End Date** or using the calendar to find a day/date will display account history ending at that date and going back further into the history. Signals received more recently than the end date will be excluded from the history result.
- **Include Operator Actions** – This flag is defaulted to include operator notations and other actions. Leaving this box unchecked filters out operator actions, displaying only signal related activity.
- **Report Codes** – This option trims down the history to include only requested report/event codes (such as all burglary, all supervisory, etc.). Select the **Report Codes** lookup button to review the Report Code List options available. Check the desired items in the Report Code List and then click the **Save** button at the top or bottom of this screen to apply your selection. After all information is entered, click the **Load History** button to display the chosen signals.




The history utilizes color-coding to identify events that occur on the current day, new alarm activations, and events that are on No Action. The newest events or operator actions are listed in the top row. Items marked in **Red** signify new alarms or events. Items in **Black** are operator actions and other events that are not flagged as critical. Items marked in **Blue** signify a new day. Items that are ***Gray and Italicized*** are items that have been either auto-processed by the automation system or events that came in while the account was on No Action or Live Test.

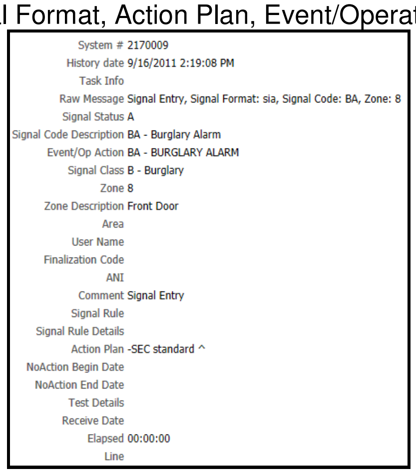
The **Refresh** and **Start Auto-Refresh** (refreshes every 20 seconds) buttons can be used to refresh the account signal history. The **Previous Page** and **Next Page** buttons are located at the top & bottom of the history section and they can be used to navigate through the account history. The specific signal/zone can be placed on No Action from History by clicking on the **Place this Signal/Zone on No Action** button.




| | System# | Date | Event/Op Action | SigCd | Zone | Description | User Name | ANI | Area | Comment | Alarm# |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 2170009 | 08/29/2012 15:53:34 | External User - Account In Service | | | | Jorge, Karla | | | | *OOS |
| | 2170009 | 08/29/2012 14:41:31 | Account Out of Service | | | | | | | Cancelled account This account is cancelled. | *OOS |
| | 2170009 | 08/27/2012 15:56:15 | Full Clear | | | | | | | | 69633 |
| | 2170009 | 08/27/2012 15:55:09 | E130 - BURGLARY ALARM | E130 | 1 | Motion Detector | | | | Signal Entry | 69633 |
| | 2170009 | 08/27/2012 15:54:12 | E130 - BURGLARY ALARM | E130 | | | | | | Signal Entry | 69633 |
| | 2170009 | 08/27/2012 15:53:52 | Access on Dispatch Window | | | | | | | | 69633 |
| | 2170009 | 08/27/2012 15:53:48 | E130 - BURGLARY ALARM | E130 | | | | | | Signal Entry | 69633 |
| | 2170009 | 08/27/2012 15:52:38 | Full Clear | | | | | | | | 69587 |
| | 2170009 | 08/27/2012 15:52:25 | Comment | | | | | | | CCI RECEIVED | 69587 |
| | 2170009 | 08/27/2012 15:52:05 | XDRC - Dealer Request to Cancel - EXTERNAL | | | | Jorge, Karla (Dealer) | | | Authorized By: Per dealer request - Comments: Customer states all is okay. | 69587 |
| | 2170009 | 08/27/2012 15:51:22 | Access on Dispatch Window | | | | | | | | 69587 |
| | 2170009 | 08/27/2012 15:51:19 | E130 - BURGLARY ALARM | E130 | | | | | | Signal Entry | 69587 |

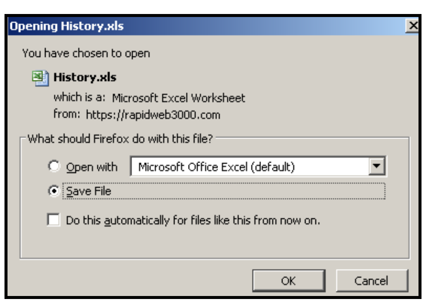
## Signal Detail Information

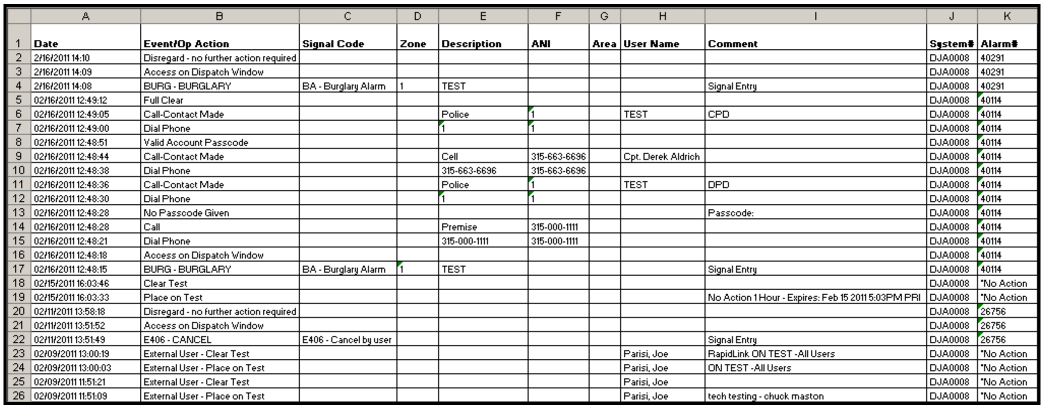
To view signal detail information for the event, click on the **Information** button to the left of the event. This will provide signal detail information such as ANI, Raw Message, Signal Status, Signal Code Description, Signal Format, Action Plan, Event/Operator Action, Zone, etc.




To view a detailed activity report for the account in Excel format, click on the **Export to Excel** Export To Excel button. **Note:** Excel must be installed on the computer.

To view activity report, select **Open With** and click **OK.** To **save** the activity report, select **Save File** and click **OK.**



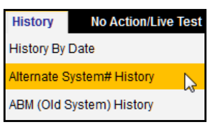


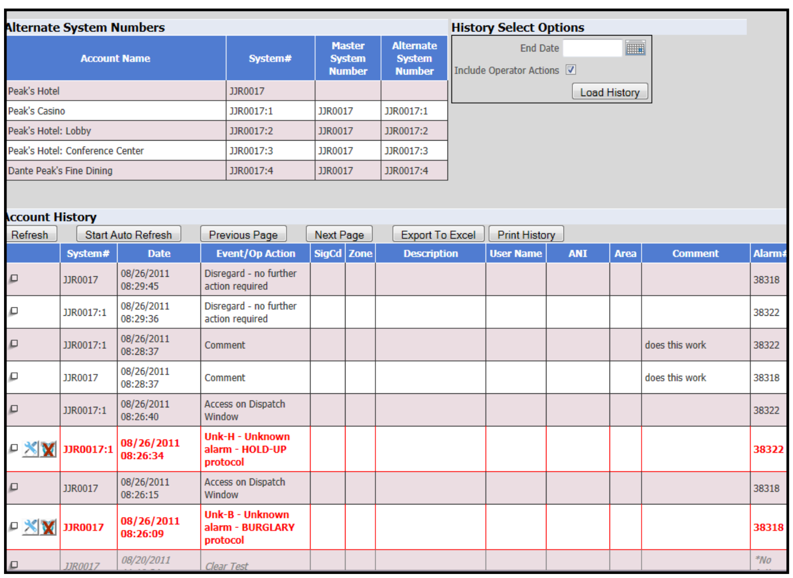
| | A | B | C | D | E | F | G | H | I | J | K |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Date | Event/Op Action | Signal Code | Zone | Description | ANI | Area | User Name | Comment | System# | Alarm# |
| 2 | 2/16/2011 14:10 | Disregard - no further action required | | | | | | | | DJA0008 | 40291 |
| 3 | 2/16/2011 14:09 | Access on Dispatch Window | | | | | | | | DJA0008 | 40291 |
| 4 | 2/16/2011 14:08 | BURG - BURGLARY | BA - Burglary Alarm | 1 | TEST | | | | Signal Entry | DJA0008 | 40291 |
| 5 | 02/16/2011 12:49:12 | Full Clear | | | | | | | | DJA0008 | 40114 |
| 6 | 02/16/2011 12:49:05 | Call-Contact Made | | | Police | 1 | | TEST | CPD | DJA0008 | 40114 |
| 7 | 02/16/2011 12:49:00 | Dial Phone | | | 1 | 1 | | | | DJA0008 | 40114 |
| 8 | 02/16/2011 12:48:51 | Valid Account Passcode | | | | | | | | DJA0008 | 40114 |
| 9 | 02/16/2011 12:48:44 | Call-Contact Made | | | Cell | 315-663-6696 | | Cpt. Derek Aldrich | | DJA0008 | 40114 |
| 10 | 02/16/2011 12:48:38 | Dial Phone | | | 315-663-6696 | 315-663-6696 | | | | DJA0008 | 40114 |
| 11 | 02/16/2011 12:48:36 | Call-Contact Made | | | Police | 1 | | TEST | DPD | DJA0008 | 40114 |
| 12 | 02/16/2011 12:48:30 | Dial Phone | | | 1 | 1 | | | | DJA0008 | 40114 |
| 13 | 02/16/2011 12:48:28 | No Passcode Given | | | | | | | Passcode: | DJA0008 | 40114 |
| 14 | 02/16/2011 12:48:28 | Call | | | Premise | 315-000-1111 | | | | DJA0008 | 40114 |
| 15 | 02/16/2011 12:48:21 | Dial Phone | | | 315-000-1111 | 315-000-1111 | | | | DJA0008 | 40114 |
| 16 | 02/16/2011 12:48:18 | Access on Dispatch Window | | | | | | | | DJA0008 | 40114 |
| 17 | 02/16/2011 12:48:15 | BURG - BURGLARY | BA - Burglary Alarm | 1 | TEST | | | | Signal Entry | DJA0008 | 40114 |
| 18 | 02/15/2011 16:03:46 | Clear Test | | | | | | | | DJA0008 | *No Action |
| 19 | 02/15/2011 16:03:33 | Place on Test | | | | | | | No Action 1 Hour - Expires: Feb 15 2011 5:03PM PRI | DJA0008 | *No Action |
| 20 | 02/11/2011 13:58:18 | Disregard - no further action required | | | | | | | | DJA0008 | 26756 |
| 21 | 02/11/2011 13:51:52 | Access on Dispatch Window | | | | | | | | DJA0008 | 26756 |
| 22 | 02/11/2011 13:51:49 | E406 - CANCEL | E406 - Cancel by user | | | | | | Signal Entry | DJA0008 | 26756 |
| 23 | 02/09/2011 13:00:19 | External User - Clear Test | | | | | | Parisi, Joe | RapidLink ON TEST -All Users | DJA0008 | *No Action |
| 24 | 02/09/2011 13:00:03 | External User - Place on Test | | | | | | Parisi, Joe | ON TEST -All Users | DJA0008 | *No Action |
| 25 | 02/09/2011 11:51:21 | External User - Clear Test | | | | | | Parisi, Joe | | DJA0008 | *No Action |
| 26 | 02/09/2011 11:51:09 | External User - Place on Test | | | | | | Parisi, Joe | tech testing - chuck maston | DJA0008 | *No Action |

To view a basic activity report for the account in PDF format, click on the **Print History** Print History button. ✍**Note:** Adobe Acrobat Reader must be installed on the computer.

# Alternate System # History

From the account menu, click on **History – Alternate System # History.** This will display a merged view of the history for the master account and alternate system numbers (formerly partitions).




**History Select Options**:

-Entering an **End Date** will display history starting at that date and going back further into the history. Signals received more recently than the end date will be excluded from history list result.

**-Include Operator Actions**- Checking this box displays signals and the actions that were taken. Leaving the box unchecked displays signals, restorals and manually generated events.

After all information is entered, click the **Load History** button to display signals.

# ABM (Old System) History

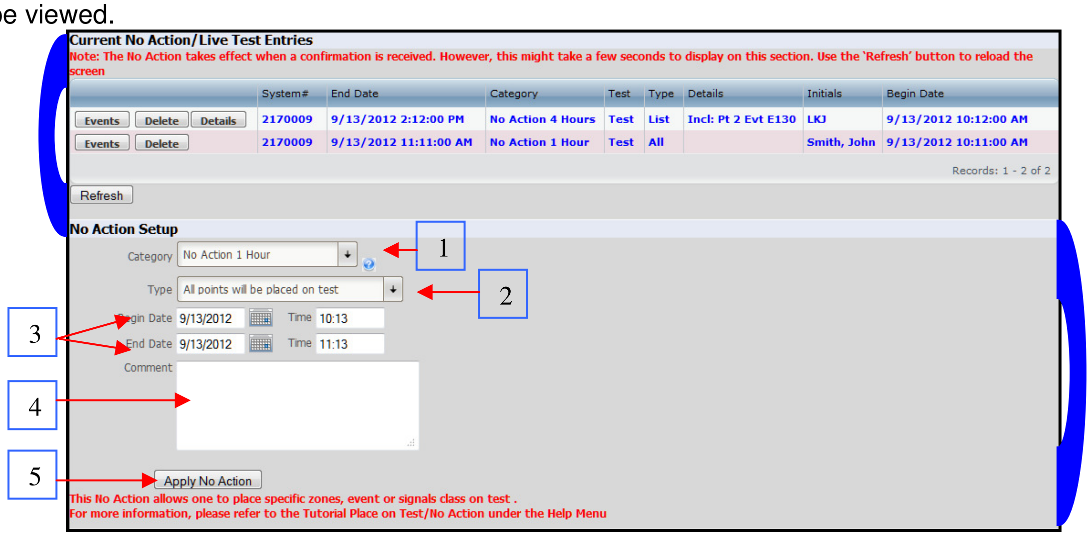
From the account menu, click on **History – ABM (Old System history)**. This will allow one to view older activity if necessary. Use the Start & End Date fields to select the date range or select the signals to be included and then click the **View ABM History** button.

# No Action/Live Test

From the account menu, click on **No Action/Live Test**. This section is for viewing/deleting any currently active test entries on the account as well as entering a new No Action or Live Test entry on the account. The No Action/Live Test window is divided into two panes:

### Current No Action/Live Test Entries

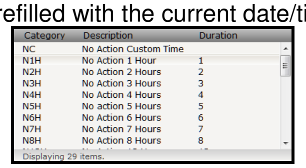
The top pane labeled, Current No Action/Live Test Entries, will display any current active test entries, future or recurring No Action entries. By clicking the **Events** button will display the alarm and signals that were received during the testing period. If an existing entry needs to be voided (deleted) before the end time, click the **Delete** button next to that test entry. The **Details** button will only show if there is an advanced No Action test type selected such as *Listed Items will be placed on test* or *All except listed items will be placed on test.* The **Times** button will only be available if the account has a recurring No Action entry, and will allow the recurring schedule to be viewed.




### No Action Setup

The lower pane labeled, *No Action Setup,* is where a No Action/Live Test entry is entered for the account. To place the account on test (No Action or Live Test), the following fields must be filled:

1. Select a No Action **Category** by clicking the drop-down arrow ☐. This defines the nature of the test type and the length of test. This selection is a code compromised of the type of test (No Action or Live Test) and the chosen time frame (1 hour, 2 hour, 3 hour, 4 hour, 12 hours, etc.). Once selected, the system automatically applies the test for that period time effective immediately (the effective date/time are prefilled with the current date/time).
   This field is preset to place the account on No Action for one hour (**No Action 1 Hour**). If this is not the desired test type/time frame, select one of the category options or select a category described as **No Action Custom Time or Live Test Custom Time** where the expire date/time is required (*The effective date/time are prefilled with the current date/time*).



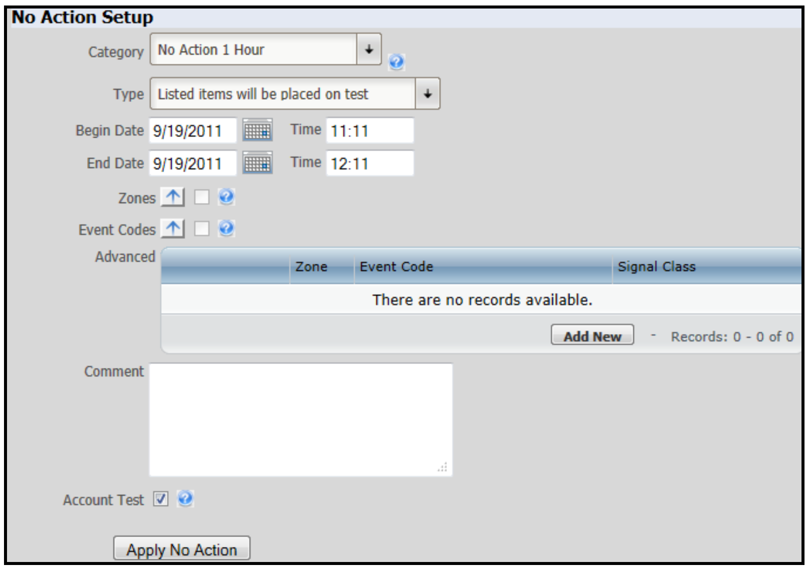

> - **<u>Live Test</u>** - *A method for placing a two-way voice account on a special type of no action that creates an incident to be processed by an operator but does not cause a dispatch to the premises, The Live Test allows one to receive a verbal verification from the Central Station as the incident is processed and demonstrates that the alarm system is fully functional. When the account is on live test, signals that are received will be logged into the account history and a Live Test alarm will be created for an operator to contact the premises. The Live Test alarm has a built in script to read to the customer or technician on site. Unless the account is on Live Test, the operator will be unable to access the script.*
> - **<u>No Action</u>** - *A method of preventing the processing of an alarm signal by entering a request in the automation system. A no action may be placed on an account for the following reasons: The account is currently being tested by a technician, the alarm device is malfunctioning and sending in unwanted signals to the Central Station or any alarm activation(s) be disregarded per request. The signal logs into the account history, but will not auto feed to an operator.*

**Note:** Please note that the No Action options are listed first followed by the Live Test options.

2. Select a No Action **Type** by clicking the drop-down arrow. This defines what will be placed on test. This field is preset to place the whole account (all activity) on test (*All points will be placed on test).* If this is not the desired test type, select one of the other category options (*Listed items will be placed on test* or *All except listed items will be placed on test).*

| Test Type | Description |
|---|---|
| All | All points will be placed on test |
| AdvList | Listed items will be placed on test |
| AdvExcp | All except listed items will be placed |

- Leaving **All – All points will be placed on test** selected will place all zones and all event codes on test.
- Selecting **AdvList – Listed items will be placed on test** provides the ability to place specific zone(s), event code(s) or signal class(es) on test- all others will remain active.




- Selecting **AdvExcp – All except listed items will be placed on test** provides the ability to place the entire system on test with the exception of the selected zone(s), event code(s) or signal class(es).

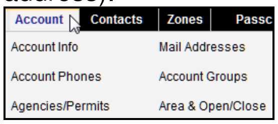
3. **Begin & End Date/Time** – These fields will auto-fill when a category is selected from the list. If a **No Action Custom Time or Live Test Custom Time** category is selected from the Category drop-down menu, a manual entry will need to be entered into the End Date/Time field.
4. **Comment** – Document the first and last name of the person authorizing the test and if that person is the technician or customer. E.g. Per customer John S. request.
5. The **Account Test** option will only be available if there is more than one system number on file for the account or if there are multiple system numbers on the account that are independent of each other (not primary/secondary). This will place all panels for this account on No Action/Live Test (including radio backup panels, etc). Removing the check will limit the test to only the selected account.
   **Note**: If there are no additional panels, the Account Test checkbox will not display as an option.
6. Click **Apply No Action**. Once confirmed, the test entry will display in the list in the *Current No Action/Live Test Entries* area.

**Other ways to place an account on test (No Action/Live Test):**

- **Quick No Action** button located at the upper left section on the Account screen. This No Action will place the whole account on No Action.
- In the History section from the Account menu, there is a *Place this Signal/Zone on No Action* icon. This No Action will place that specific signal & zone on test.

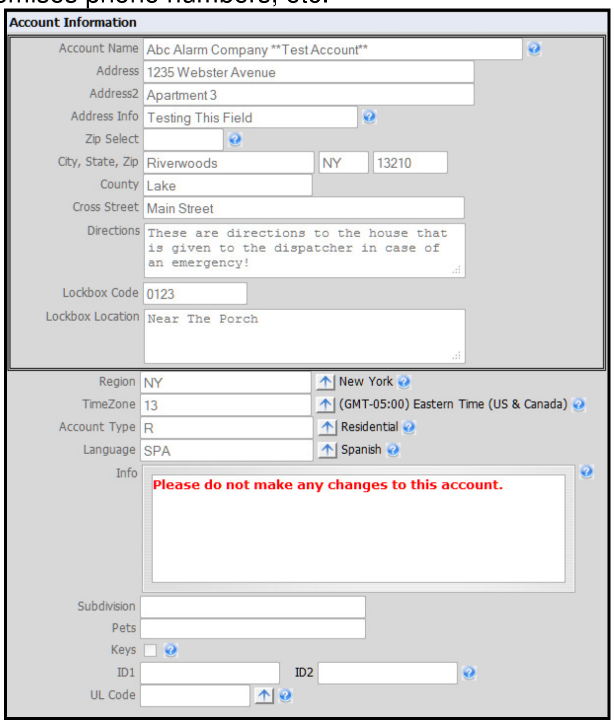
# Account

From the account menu, click on **Account**. One will be presented with different options underneath that will allow access to items such as general account information, account phone numbers (premises), agency numbers/permits, mailing address (if different than the install address).




## Account Info

From the account menu, click on **Account – Account Info**. This section displays information such as account name, install address, directions to the premises, lockbox information, time zone, account type, premises phone numbers, etc.



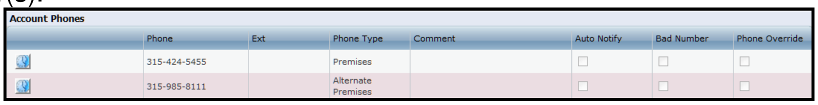

1. **Account Name** – Name of the account.
2. **Address/Address2** – Account address.
3. **Address Info** – Township and boroughs are listed in this field. E.g. Riverbottom Township
4. **City, State, Zip** – City, state and zip.
5. **County** – County Information, if there is any.
6. **Cross Street** – Cross streets for easier dispatch to location.
7. **Directions** – Directions to the premises.
8. **Lockbox Code/Lockbox Location** – Lockbox code and any lockbox location information.
9. **Region** – State initials (NY, PA, KY, etc.).
10. **Time Zone** – Time zone information.
11. **Account Type** – Type of account. E.g. residential, commercial, elevator, etc.
12. **Language** – Indication if a language other than English is spoken at the premises.
13. **Info** – Notations about the account, if any.
14. **Subdivision** and **Pets**.
15. **Keys** – If checked, this is a note that the main office has keys to the premises.
16. **ID1** and **ID2** – Used by the main office for alternate Account Names for searches. ID 2

also appears in parenthesis after the Account Name on the Account Summary. For instance, a chain store could have an Account Name of “[Store] #100” and an ID 1 of “Irvine [Store]”.

17. **UL Code** – Used by the main office. This is used to indicate UL certified accounts.

## Account Phones

From the account menu, click **Account – Account Phones**. This area displays the premise phone number(s).



Account Phones

| | Phone | Ext | Phone Type | Comment | Auto Notify | Bad Number | Phone Override |
|---|---|---|---|---|---|---|---|
| | 315-424-5455 | | Premises | | | | |
| | 315-985-8111 | | Alternate Premises | | | | |

1. **Phone** – Premises phone number.
2. **Extension** – If premise number has an extension.
3. **Phone Type** – Phone type for the phone number.
4. **Comment** – Notations pertinent to the particular contact number.
5. **Auto Notify** – Indicates if this phone number is set up for auto-processes and reporting – text/SMS for cell numbers only.
6. **Bad Number** – If a bad number is found (out of service, wrong number, etc) this feature is used to flag and remove the number from notification. If a new number is later provided, the bad number flag will be removed.
7. **Phone Override** – This feature is used to flag if a phone number is temporarily replaced or removed from notification.

## Agencies/Permits

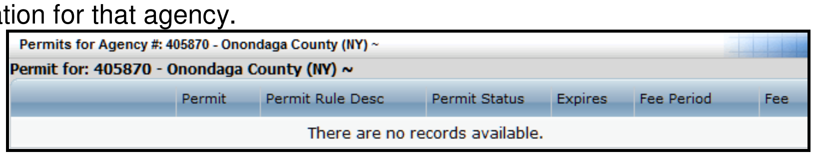
From the account menu, click **Account – Account Agencies**. This area displays agency numbers that will be used in the dispatch call list as well as the account agency permits.

Agencies/Permits

| | Agency Type | Agency Name | Phone | Instructions | Permit Required |
|---|---|---|---|---|---|
| View/Edit Permits | Police | Onondaga County (NY) ~ | 315-425-3333 | * Always give the account OLEIS # - permit. | |
| View/Edit Permits | Fire Department | Onondaga County (NY) ~ | 315-425-3333 | | |
| View/Edit Permits | Medical Response | Onondaga County (NY) ~ | 315-425-3333 | | |

1. **Agency Type**.
2. **Agency Name**.
3. Agency **Phone** Number.
4. Agency **Instructions**, if any.
5. **Permit Required** – The checkbox will be selected if a permit is required for an agency.

To view the permit information (if any), click the **View/Edit Permits** button and this will display the permit information for that agency.



Permits for Agency #: 405870 - Onondaga County (NY) ~

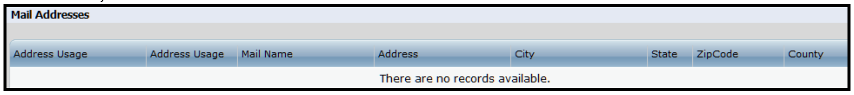
Permit for: 405870 - Onondaga County (NY) ~

| | Permit | Permit Rule Desc | Permit Status | Expires | Fee Period | Fee |
|---|---|---|---|---|---|---|
| There are no records available. | | | | | | |

1. **Permit** information.
2. **Permit Rule Description**, if any.
3. **Permit Status**, if any.
4. Permit **Expiration Date.**
5. **Fee Period**, if any.
6. Permit **Fee**, if any.

# Mail Addresses

From the account menu, click **Account – Mail Addresses**. This area displays any alternate address (if different from main address on account) for billing, receiving mailed reports, main office, a summer home, etc.

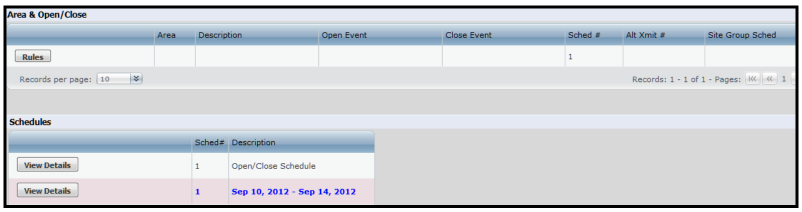



# Account Groups

From the account menu, click **Account – Account Group**. This displays information about the alarm company.

# Area & Open/Close

From the account menu, click **Account – Area & Open/Close**. This section displays open/close schedules as well as viewing users for that schedule. This section also displays disarm rules for each entry.



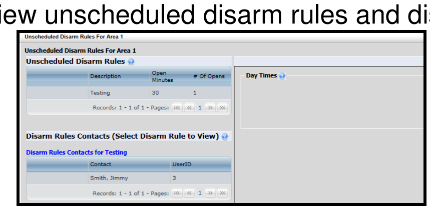

**Area Number**

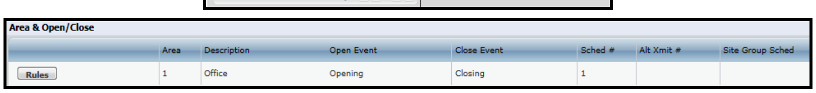
1. **Description** – Description of what that area covers. E. g (Office, Warehouse, Building A, etc).
2. **Open** and **Close Events**.
3. **Schedule Number** – This is used to reference the schedule.
4. **Alt Xmit #** – The area can also report to an alternate System # for a multiple location account.
5. **Site Group Schedule** – This is used for chain stores, for example, that all have the same schedule.

**Unscheduled Disarm Rules**

Each area can have Unscheduled Disarm Rules applied to it. The rule defines how long an area can be open after hours, how many times the panel can be disarmed after hours, the Contact User IDs are allowed to disarm the panel and the days/times they are authorized to disarm after hours.

Click on the **Rules** button to view unscheduled disarm rules and disarm rule contacts.



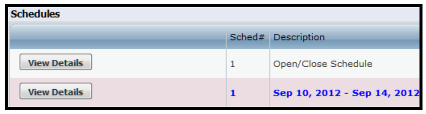



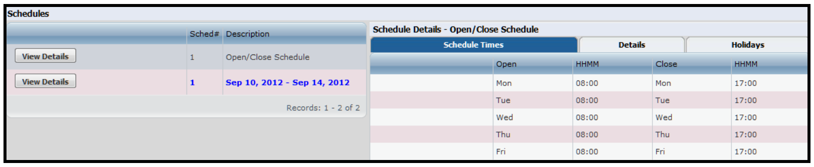

**Disarm Rules Contacts**

This identifies the users authorized to be on site after hours. If no users are specified, all unscheduled opens qualify for this rule.

### Schedules

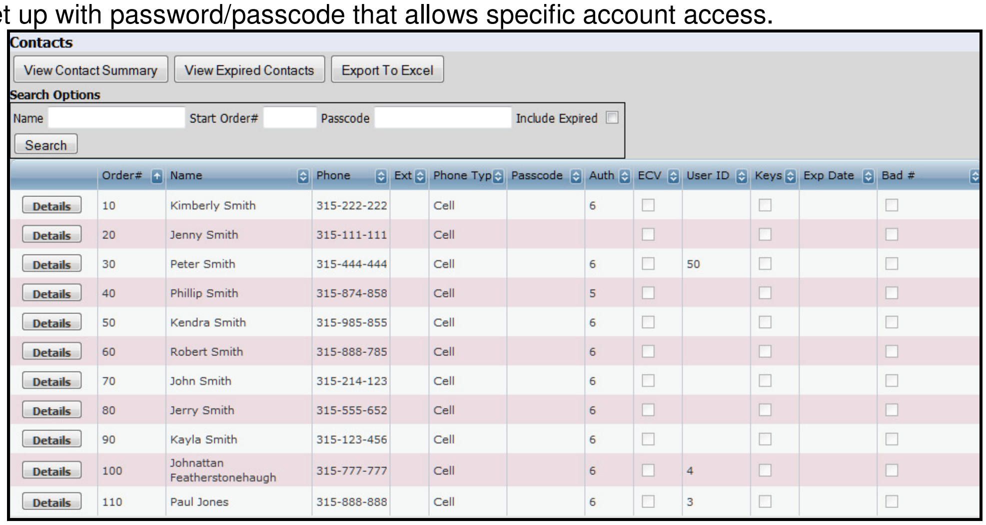
This section displays the open & close hours for the location. Any schedule that is bolded in blue will indicate that this is a temporary schedule. The schedule number will be the same as the permanent schedule that has been temporarily modified. Click the **View Details** button to view more information for the schedule. The schedule details will appear on the right side which will include the details of the schedule times, details of the schedule and any holidays.




# Contacts

From the account menu, click **Contacts**. There will be two options available; one is to view the Contacts on the account as well as contacts that have medical data, if applicable. A contact can include individuals that make up the call list notification, medical data, user ID, open/close supervision, email addresses, contact lists or combination of items. Contacts on an account are also set up with password/passcode that allows specific account access.



Contacts

View Contact Summary | View Expired Contacts | Export To Excel

Search Options

Name | Start Order# | Passcode | Include Expired

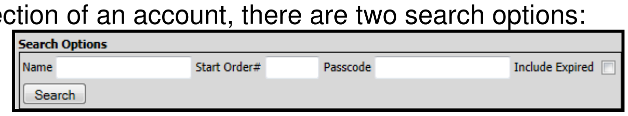
Search

| | Order# | Name | Phone | Ext | Phone Typ | Passcode | Auth | ECV | User ID | Keys | Exp Date | Bad # |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Details | 10 | Kimberly Smith | 315-222-222 | | Cell | | 6 | | | | | |
| Details | 20 | Jenny Smith | 315-111-111 | | Cell | | | | | | | |
| Details | 30 | Peter Smith | 315-444-444 | | Cell | | 6 | | 50 | | | |
| Details | 40 | Phillip Smith | 315-874-858 | | Cell | | 5 | | | | | |
| Details | 50 | Kendra Smith | 315-985-855 | | Cell | | 6 | | | | | |
| Details | 60 | Robert Smith | 315-888-785 | | Cell | | 6 | | | | | |
| Details | 70 | John Smith | 315-214-123 | | Cell | | 6 | | | | | |
| Details | 80 | Jerry Smith | 315-555-652 | | Cell | | 6 | | | | | |
| Details | 90 | Kayla Smith | 315-123-456 | | Cell | | 6 | | | | | |
| Details | 100 | Johnattan Featherstonehaugh | 315-777-777 | | Cell | | 6 | | 4 | | | |
| Details | 110 | Paul Jones | 315-888-888 | | Cell | | 6 | | 3 | | | |

To view all the contacts on the account and also some basic contact information, click the **View Contact Summary** button. This will display a summary of all contacts. To view the expired contact(s), click the **View Expired Contacts** button. This will republish the contact list and include any expired contacts and any expiration date present in red. The option to export this data to Excel is available by clicking **Export to Excel.**

### Search Options:

Within the contacts section of an account, there are two search options:

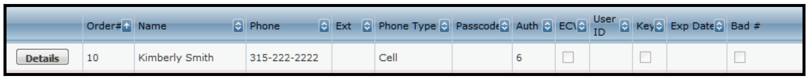


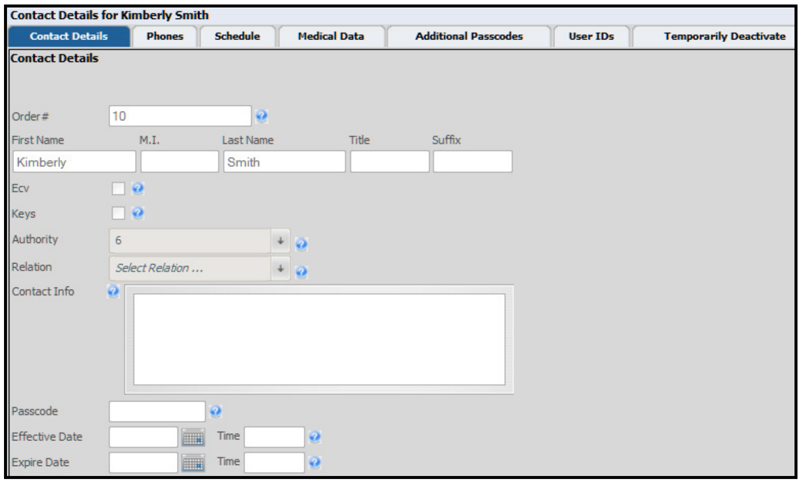

- The **Contact Search** feature is useful for an account that has a lengthy contact list. The search feature helps streamline the contact lists displayed, making it easier to locate the desired contact. There is the ability to search the contact by the contacts name or passcode (if one has the appropriate authority level).The start order number field allows one to narrow a search by inputting the start order number and displays any remaining consecutive contact(s) on the list.

To display expired contacts, check the **Include Expired** box and then click the **Search** button. Do not enter anything in the search fields. This will republish the contact list to include any expired contacts. Expired contacts will appear in red, with an expiration date present.

# Contact Details

To view detailed information for a contact such as phone number, email address, contact list information, schedule, medical data, additional passcodes or User IDs, you can click the **Details** button next to the contact.

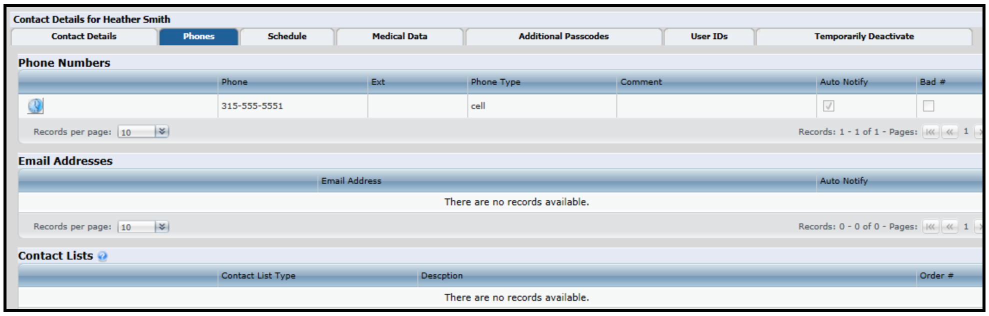



1. **Order #** – This indicates when the contact is to be called- first, second, last, etc.
2. **First Name/M.I/Last Name** – This displays the Contacts name.
3. **Title/Suffix** – Contacts title (Mr., Dr., etc) or suffix (Jr., III, etc).
4. **ECV/Keys** – Set up for Enhanced Call Verification and also indicates if the contact has access keys to the premises.
5. **Authority** – Authority level assigned to the contact.
6. **Relation** – This displays the description of why the person is a conact for the account such as owner, employee, brother, etc.
7. **Contact Info** – This displays any notations that are specific to the contact.
8. **Passcode** – Passcode for the contact. (If one has the appropriate authority level, this will display the contact passcode).
9. **Effecive Date Time/Expire Date Time** – These fields are used when a temporary contact is to become active or when the contact is removed from the notification permanently.

# Phones

To view the contacts phone number(s), email address and also details of any special call lists assigned to the contact, click the **Phones** tab.




**Phone Numbers**

1. **Phone** – Displays the contact phone number.
2. **Extension** – Displays the contact numbers extension, if any.
3. **Phone Type** – Describes the phone type.
4. **Comment** – This displays any notations pertinent to the particular contact number.
5. **Auto Notify** – This field flags that this phone number receives auto-processes signal messages and reporting by text/SMS and used for cell phone numbers and fax numbers only.
6. **Bad #** – This indicates whether or not the number is flagged with a bad number. This number will not be called until addressed.

**Email Addresses**

To view a contacts email address, select the contact and click the **Phones**/**Contact Details** button. In the Email Addresses area, the email addresses for that contact will appear in this section.

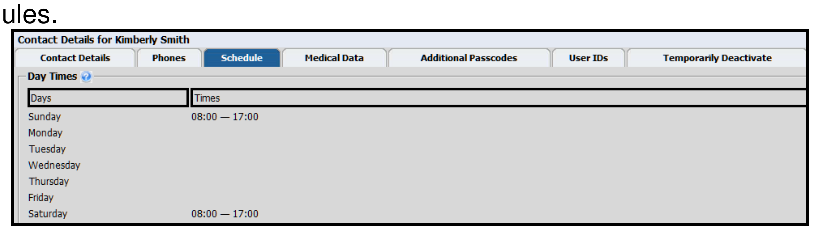
1. **Email Address**.
2. **Auto Notify** – Indicates if the email address receives auto-processes signal messages and reporting by text/SMS and used for cell numbers and fax numbers only.

**Contact Lists**

This displays specific Contact Lists that the contact has been assigned: Call List B, Call List C, Call List D, etc.). The order number establishes the order the contact will be called within the special contact list. These special call lists can be used for different purposes: low temperature alarms, low battery, on call lists, etc.

# Schedule

To view day/time notification restrictions that are setup for the contacts phone number(s), click the **Schedule** tab. The contacts phone number(s) will only be available for notification during the times detailed in the schedule. This affects **all** contact numbers listed and varies from the phone-specific schedules.




# Medical Data

If the contact has medical data on file, click the **Medical Data** tab to view any medical information for that contact. This includes information such as date of birth, gender, blood type, RH factor, hospital preference, physicians, insurance providers, conditions, surgeries, allergies, prescription medications, etc. Another option to get to the Medical Data section for the contact is from the account menu, click **Contacts – Medical Data**. This section will bring up all the contacts for the account but contacts that have medical information on file will be displayed in bolded blue font. If there are no contacts with any medical information on file, the contact will be displayed in normal black text. Click the **View Medical Data** link next to the contact's name to view their medical data.

**Medical Data**

| | Name | Phone | Phone Type | Extension |
|---|---|---|---|---|
| View Medical Data | **Kimberly Smith** | **315-222-2222** | **Cell** | |
| View Medical Data | Jenny Smith | 315-111-1111 | Cell | |
| View Medical Data | Peter Smith | 315-444-4444 | Cell | |

### Patient Information

This information will display by default when the Medical Data is clicked on.

**Medical Data**

Patient Information | Physicians | Insurance | Medical Conditions | Surgeries / Procedures | Allergies | Prescription Medications

**Patient Information**

Name Smith, Heather
DOB(MM/DD/YYYY) 09/19/1939 Sep 19, 1939
Age 72
Gender (M/F) F
Blood Type A
RH Factor +
Hosp. Preference St. John's Hospital

1. **Name** of the Patient.
2. **Date of Birth**.
3. **Gender**.
4. **Blood Type**.
5. **RH Factor**.
6. **Hospital.**

### Physicians

Click on the **Physicians** tab.

**Medical Data**

Patient Information | Physicians | Insurance | Medical Conditions | Surgeries / Procedures | Allergies | Prescription Medications

**Physicians**

| Physician | Phone | Comment | Pri |
|---|---|---|---|
| Dr. Webber | 315-544-4444 | | ☑ |

1. **Physician** name.
2. Physician **Phone Number**.
3. **Comment** if any.
4. If physician is the **Primary** care physician, this box will be checked.

### Insurance

Click on the **Insurance** tab.

**Medical Data**

Patient Information | Physicians | Insurance | Medical Conditions | Surgeries / Procedures | Allergies | Prescription Medications

**Insurance**

| Provider | Phone | Comment | Policy# |
|---|---|---|---|
| B.C.B.S | 800-000-0000 | | A123456789 |

1. **Provider.**
2. Provider **Phone Number.**
3. **Comment** if any.
4. **Policy Number.**

### Medical Conditions

Click on the **Medical Conditions** tab.

**Medical Data**

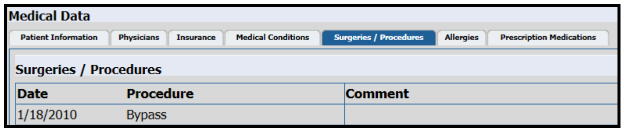
Patient Information | Physicians | Insurance | Medical Conditions | Surgeries / Procedures | Allergies | Prescription Medications

**Medical Conditions**

| Code | Medical Condition | Comment |
|---|---|---|
| 10 | High Blood Pressure | |

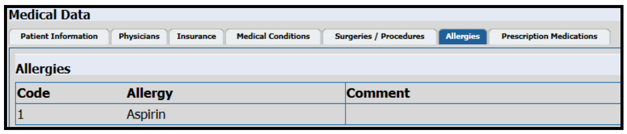
1. **Medical Condition.**
2. **Comment** in regards to condition, if any.

### Surgeries/Procedures
Click on the **Surgeries/Procedures** tab.



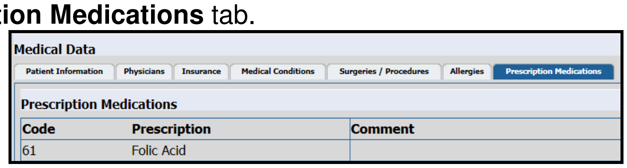

1. **Date** of Surgery/Procedure.
2. **Surgery/Procedure**.
3. **Comment**, if any.

### Allergies
Click on the **Allergies** tab.




1. **Allergy**.
2. **Comment**, if any.

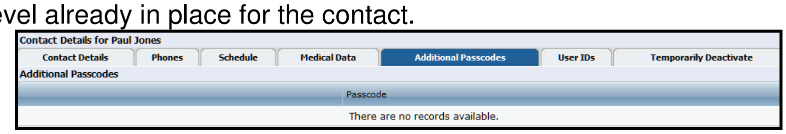
### Prescription Medications
Click on the **Prescription Medications** tab.




1. **Prescription Medication**.
2. **Comment**, if any.

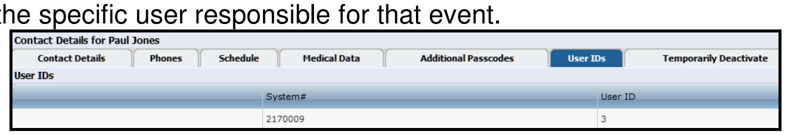
## Additional Passcodes

If a contact has multiple passcode(s) on file, the passcode will be displayed in this section (if one has the appropriate authority level). Any additional passcode for the contact will have the same authorization level already in place for the contact.



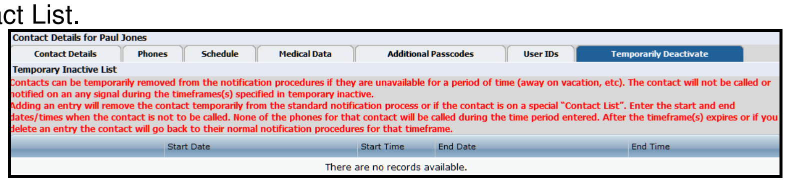

## User IDs

This displays User IDs that identify a specific individual with a site-generated user code when supervised open/close signals are generated from the site. The opening/closing in history will be displayed with the specific user responsible for that event.




## Temporarily Deactivate

This section displays contacts that are temporarily removed from the notification procedures if they are unavailable for a period of time (E.g. Away on vacation) The contact will not be called or notified on any signal during the timeframes specified in temporary inactive or if the contact is on a special Contact List.



# *Zones*

From the account menu, click **Zones**. This area displays the zone numbers and their corresponding descriptions. A zone represents a part of the alarm system called a detector. The detector may protect a specific point (such as door or window) or it may cover a small area (such as a room or hallway).

To view a quick zone list, click the **Quick Zone View** button or click on the **Details** button to view detailed information for that specific zone. To view a list of all zones in Excel format, click on the **Export to Excel** Export To Excel button.✍**Note:** Excel must be installed on the computer.

**Zones**

Quick Zone View | Export To Excel

| Details | Zone | Description | Sig Code | Event Code | Signal Class | Status | Restore | Area | Schedule# | Alternate System# | Action Plan |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Details | *1* | *Test test test* | | *BURG-BURGLARY ALARM* | | *A* | ☐ | | | | |
| Details | 1 | Living Room Motion Detector | | | | A | ☐ | | | | |
| Details | *2* | *Water in Joe's basement* | | *ENV-EMERGENCY ENVIRONMENTAL ALARM* | | *A* | ☐ | | | | |
| Details | 3 | Living Room Window | | | | A | ☐ | | | | |
| Details | 5 | Basement Water Alarm | | | | A | ☐ | | | | |
| Details | 6 | Basement windows | | | | A | ☐ | | | | |
| Details | 7 | Kitchen Slider | | | | A | ☐ | | | | |
| Details | 8 | Front Door | | | | A | ☐ | | | | |
| Details | 9 | Master Bathroom Side Windows | | | | A | ☐ | | | | |
| Details | 10 | Basement Rear Door | | | | A | ☐ | | | | |
| Details | 11 | 2nd Floor Low Temperature | | | | A | ☐ | | | | |
| Details | 12 | Mud Room | | | | A | ☐ | | | | |
| Details | 13 | Basement Window #2 | | | | A | ☐ | | | | |
| Details | 14 | Kitchen Door | | | | A | ☐ | | | | |
| Details | 15 | Bathroom Window | | | | A | ☐ | | | | |
| Details | 20 | Basement Back Door | | | | A | ☐ | | | | |
| Details | 21 | Living Room Window #3 | | | | A | ☐ | | | | |
| Details | 22 | Living Room WIndow #4 | | | | A | ☐ | | | | |
| Details | 23 | Living Room WIndow #5 | | | | A | ☐ | | | | |

1. **Zone** – This displays the zone number.
2. **Description** – This displays the zone description.
3. **Signal Code** – This is where the incoming signal is identified – if a rule, event code or action plan needs to modify how it will be processed.
4. **Event Code** – This displays the event code that is applied to an incoming signal or class of signals to override the standard process for that signal/signal class.
5. **Signal Class** – This will display any conversion from a specific signal class.
6. **Status** – A (Alarm) will be automatically applied unless an alternate entry is selected such as X (Cancel), S (Supervisory), etc.

# *Passcodes (Shared)*

From the account menu, click **Passcodes (Shared)**. This section displays 'All Users' passcodes (shared passcodes) and Duress Codes. User-specific passcodes are available under the Contacts section of the account. (*The Passcodes (Shared) section and any user-specific passcode will only be available if one has the appropriate authority level*).

## Passcode (All Users)

This area displays the site level (shared) passcodes.

**Passcodes (All Users)**

Note: These are account level (shared) passcodes only. Any user specific passcodes are available in the Contacts section of the Account menu.

| | Passcode | Name | Effective Date | Expire Date | Authority |
|---|---|---|---|---|---|
| | Potato | All Users | | | 7 |
| | Tomato | All Users | | | 6 |

1. **Passcode** – Displays the shared passcode.
2. **Name** – This will usually be listed as 'All Users' for the name.
3. **Effective/Expire Date** – This will display the effective and expire date only apply if a passcode is being applied temporarily.
4. **Authority** – This displays the authority level set for the passcode.

**Passcode Summary**

To view a summary list of all account passcodes and users-specific passcodes, click the **View All Passcodes** button. This summary will also include any contact passcode(s).

**Passcodes (All Users)**

Note: These are account level (shared) passcodes only. Any user specific passcodes are available in the Contacts section of the Account menu.

| | Passcode | Name | Effective Date | Expire Date | Authority |
|---|---|---|---|---|---|
| | Potato | All Users | | | 7 |
| | Tomato | All Users | | | 6 |

Records per page: 20 Records: 1 - 2 of 2 - Pages:

View All Passcodes

Passcode Summary

**Passcodes Summary**

| User ID | Name | Passcode | Effective Dat | Expire Date | Authority |
|---|---|---|---|---|---|
| | Kimberly Smith | 9993KS | | | 6 |
| | Kimberly Smith | Additional | | | 6 |
| 50 | Peter Smith | 9993MS | | | 6 |
| | Phillip Smith | 999PS | | | 5 |
| | Kendra Smith | Testing | | | 6 |
| | Robert Smith | Test | | | 6 |
| | John Smith | 5050 | | | 7 |
| | Jerry Smith | 9993JS | | | 6 |
| | Kayla Smith | 9993JA | | | 6 |
| 4 | Johnattan Featherstonehaugh | Test | | | 6 |
| 3 | Paul Jones | 4040 | | | 6 |
| | All Users | Potato | | | 7 |
| | All Users | Tomato | | | 6 |

## Duress Code

This area is where verbal duress codes are listed. These codes are used in situations when the customer is unable to request help directly because they are in immediate danger.

**Duress Codes**

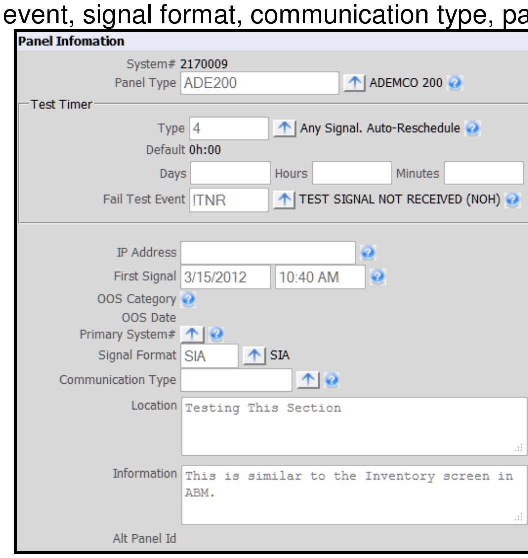
| Duress Code | Comment |
|---|---|
| Welcome | Dispatch immediately! |

# *Panel*

From the account menu, click **Panel**. One will be presented with different options underneath that one can access such as panel type, test timers, signal format, communication type, panel phones and panel users.


## Panel Info

From the account menu, click on **Panel – Panel Info**. This section displays the panel type, test timer information, fail test event, signal format, communication type, panel information, etc.



1. **Panel Type** – This displays the equipment make/model.
2. **Test Timer Type** – This displays the test timer type.
3. **Test Monitors Time** periods in Day(s)/Hours or Minutes:

| | |
|---|---|
| **1 Day** | 24 hours |
| **7 Days (weekly )** | 168 hours |
| 8 Days | 192 hours |
| **14 Days (bi-weekly)** | 336 hours |
| 28 Days | 672 hours |
| 30 Days | 720 hours |
| **31 Days (standard)** | 744 hours |
| 33 Days | 792 hours |

4. **Fail Test Event** – Event is the signal generated in response to a test monitor that does not report.
5. **IP address** – This is reserved for IP monitored accounts reporting tests.
6. **First signal** – This refers to when the test monitor will initiate.
7. **OOS category/OOS date** panels placed on Out of Service (OOS) will log all signals coming in, but will not generate any alarms.
8. **Primary System** – This identifies which panel is the primary panel (if multiple panels are programmed to an account).
9. **Signal Format** – This indicates the primary format used by the alarm panel.
10. **Communication Type** – This refers to the purpose of the panel reporting: 2-way Voice, AlarmNet, IP, Video, etc.
11. **Location** – This display the physical location of the alarm panel: basement, garage, etc.
12. **Information** – This displays any additional information regarding the panel.

## System List

From the account menu, click on **Panel – System List**. This lists the system number(s) on the account. This information is also available in the upper center pane of the account screen: System Number, Status, Communication Type, Area Status, Online Date and Discontinued Date.

System# List

| | System# | Status | Comm. Type | Area Status | Online Date | Disc. Date |
|---|---|---|---|---|---|---|
| | 2170009 | Normal | | | 8/30/2012 | |

## Panel Phones

From the account menu, click on **Panel – Panel Phones**. These are the communicator number(s) associated with each panel.

Panel Phones

| | Phone | Comment |
|---|---|---|
| | 800-932-3822 | |

## Panel Users

From the account menu, click on **Panel – Panel Users**. This will display User Ids that tie a contact with open/close activity generated by use of their assigned panel code.

Panel Users

| | User Id | Contact | Expire Date |
|---|---|---|---|
| | 1 | Smith, Maria | |
| | 2 | Smith, Melissa | |
| | 3 | Smith, Jimmy | |
| | 5 | Featherstonehaugh, Johnatthan | |
| | 6 | Smith, Melanie | |
| | 10 | Smith, John | |

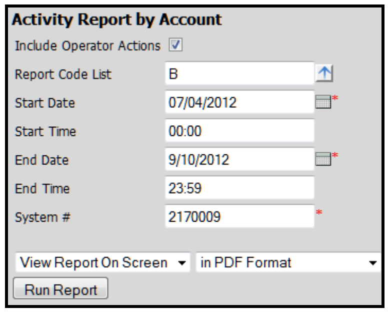
1. **User ID** that is tied to the contact.
2. **Contact** – Name of the contact that is associated with User ID.
3. **Expire Date** – If the panel user is expired, the expire date will appear next to the panel user.

# Reports

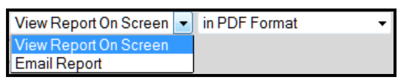
From the account menu, click on **Reports**. The Reports window will open up another window.
**Note:** If the window does not open up, follow the Troubleshooting Reports instructions.

1. Once the Reports window opens, the following reports will be available:
   - **Activity Report by Account** – This report provides reporting on signal activity.
   - **Open/Close Report by Account** – This report provides reporting on open/close activity generated.

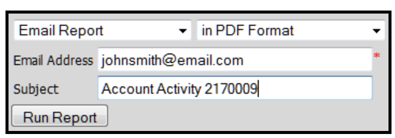
2. Depending on the report being selected, you will need to identify the data to be collected and included in the report. The sample below is the *Activity Report by Account (Activity from 7/4/2012 to 9/10/2012 that includes Burglary signals with Operator Actions for system #2170009).*



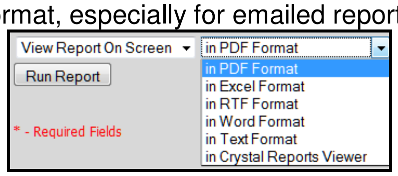

3. After the required data is selected/entered, choose the report output **View Report On Screen** or **Email Report** option.




4. The **View Report On Screen** option requires no additional information. The **Email Report** option requires an email address entry. The Subject line is optional.




5. Select the **Format** in which data is to be trasmitted from the dropdown box (PDF is the most commonly used format, especially for emailed report).




6. Lastly, click **Run Report** in order to view the report. This will pull up a print preview of the report. If the Email Report option was selected, clicking the **Run Report** button will send the report to the email address provided, but will not display the report on the screen. The email will be sent with an originating address of dssmail@rrms.com. If an email report does not arrive, ask the recipient of the email to check their Junk E-Mail folder for the missing report email.

**Troubleshooting Reports:**
If using Internet Explorer as your preferred browser and this window does not open, there is a possibility that your Internet settings are blocking this. More detailed instructions for adjusting

these settings can be found in the Reports window when you click on hyperlink labeled Click here for instructions or follow these instructions:

- In your browser, click on the **Tools** Menu and then click **Internet Options**.
- Click the **Security** tab.
- Click the **Custom Level** button.
- Once the Security Settings - Internet Zone window opens, scroll down to the **Downloads** section.
- Select **Enable** for **Automatic prompting for file downloads** (Internet Explorer v8), **File Download** and **Font Download**.

# Help

This section includes help documents that are available.

# Logout

To logout of the session, click the **Logout** button to protect the security of your information.