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# Adding and Updating URN's Via the Cougar Portal

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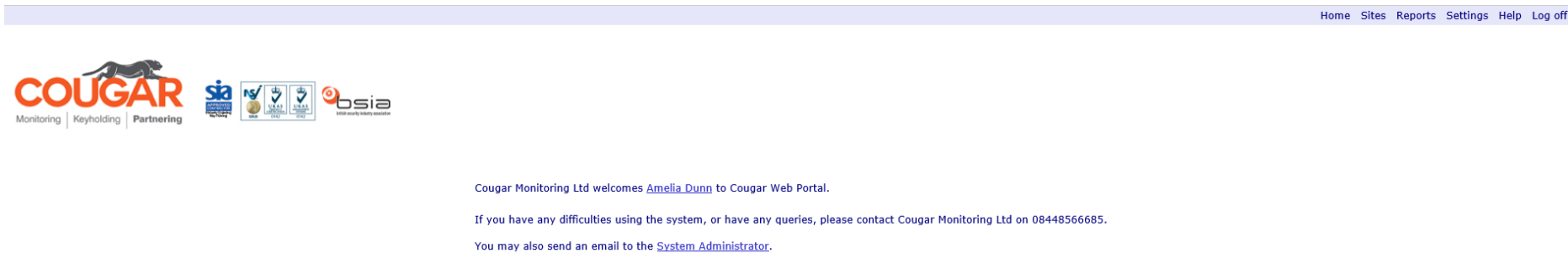


Last updated on March 15th 2021  
Author – Amelia Dunn

## How To Add and Update URNs Via the Cougar Portal

You need to log into the **Portal** using your own **Credentials**. If you are unsure what these are or require a reset please email across to [Arc@CougarMonitoring.com](mailto:Arc@CougarMonitoring.com). Please provide your current information if a reset is required.

Once you have logged into the **Portal** you will be met with this screen:



**Please Note** – Depending on your access level you may find your view of the Portal and the tabs available is slightly different, you may have less options or only be able to read certain sections of the account. If you require access to a part of the Portal that is currently inaccessible to you please email [Arc@CougarMonitoring.com](mailto:Arc@CougarMonitoring.com) for assistance.

Last updated 15.03.2021  
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## Portal Training Guide – Adding and Updating URNs.

Navigate to **Sites** at the top right, on the drop-down menu select **Search (ALT+S)**.

**Site Search**

Contract Number  Contains    
 Is Commissioned  Templates Only

Records : 0 to 0 of 0 (Maximum record limit is 1000)

Contract Number	Site Name	Address
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[Search](#) [Export To File](#)

Enter the **Contract Number** for the site you are going to be updating and click **Search**.

This will bring up a list of the sites that match the information you have input:

**Site Search**

Contract Number  Contains  1000797  
 Is Commissioned  Templates Only

Records : 1 to 1 of 1 (Maximum record limit is 1000)

Contract Number	Site Name	Address
<a href="#">1000797</a>	Training Test	Dummy, B65 5NA

[Search](#) [Export To File](#)

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**Portal Training Guide – Adding and Updating URNs.**

Click on the **Contract Number** that you are wanting to update and it will bring up the following screen:



The screenshot shows a web interface with a top navigation bar containing tabs: General, Customer Contacts, Site Contacts, Special Instructions, Transmitters, Areas, Agencies, Devices, Alarms, Conversions, User Defined, History, and URNs. The 'URNs' tab is active. The main content area is divided into several sections:

- General Information:** Serial Number (556819), Site Name (Training Test), Contract (1000797), User Ref, Billing Ref, Duress Code, Password, Premise Type (Domestic), Business, Company, Status, Premise Status, and Reset Installer (Not Set).
- Site Address:** Correspondence (Dummy B65 5NA), Telephone (0138 411 1111), Fax, and Email.
- Site Schedules:** Fire Test (None), Reminders (None), Regular Test (None), Executive Protection (None), All Schedules (None).
- Options:** Ignore Aborts (No), Verification Technology Fitted (No), Line Fault & Intruder Alarms must be confirmed (No), Fire verification req'd (Yes), UL Burg. Certification, UL Fire Certification, Automated Alarm Handling (No), and PA Verification Required (Required).

Buttons for 'Update' and 'Cancel' are located at the bottom right of the form.

From this screen you will be able to see all the information that is currently set up for the account.

For this training guide we will be focusing on adding and updating **URN's**.

Firstly select the **URNs** tab on the top row:



The screenshot shows the top navigation bar with the following tabs: General, Customer Contacts, Site Contacts, Special Instructions, Transmitters, Areas, Agencies, Devices, Alarms, Conversions, User Defined, History, and URNs. The 'URNs' tab is highlighted in blue.

You will be presented with the following screen:

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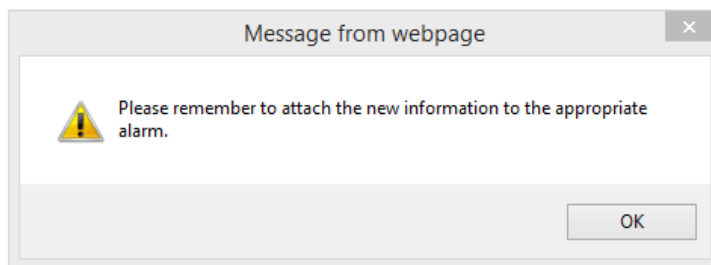
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## Portal Training Guide – Adding and Updating URNs.

URN	Type	Level	Reason	Date Change
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

At current this account does not have a **URN** listed. We will now add one by clicking the green **Add** button. You will be presented with a pop up:



Click **OK** and you will be able to add in the **URN**.

URN	Type	Level	Reason	Date Change
<input type="text"/>	Intruder	Level 1	*Not Set*	27/07/2018

As you can see there are a couple of boxes you need to input and check the information of. The first box under **URN** is where you need to input the **URN** number.

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## Portal Training Guide – Adding and Updating URNs.



The drop down list under **Type** is where you select which type or **URN** you are inputting. Normally you would choose from Intruder, PA (Personal Attack) and CCTV. Though there are other types. **Please Note: We are only able to use the correct URN Type for any activation we receive. So we would be unable to use an Intruder URN for anything other than a Confirmed Intruder alarm etc.**

The drop down list underneath **Level** is where you select what **Level** the **URN** is currently set to. This is where you will be able to amend if a **URN** needs to be put onto **Self-Suspend, Withdrawn** or put back live after suspension.

**Level 1** – Instant Response.

**Level 2** – Reduced Response.

**Level 3** – No Response.

With the **Levels** these are affected by how many false alarms the **Police Agency** are dispatched to. You will receive letters from the **Police Agency** informing you if the **Level** is to be changed.

**URN Withdrawn** – You will need to select this for any **URN** that has been **Withdrawn**. This is normally due to having too many false activations within a set period of time.

**URN Applied For** – This is not normally used but it just informs anyone accessing the account that a **URN** has been applied for. However without the **URN** number we would be unable to police an activation.

**URN Not Applied For** – This is not normally used but it just informs anyone accessing the account that a **URN** has **NOT** been applied for on this account.

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**Portal Training Guide – Adding and Updating URNs.**



**Self-Suspended** – You will need to select this for any **URN** that is currently **self-suspended**.

There is another list underneath **Reason** which states **\*Not Set\***. You do not need to do anything with this one.

The **Date Change** will need to be updated with the date you are adding or changing the information.

Once you have input the information required click on the green **Update** button.

For this we have added in Intruder, PA and CCTV **URN**'s:

URN	Type	Level	Reason	Date Change	
1234	Intruder	Level 1	*Not Set*	27/07/2018	✗
1234PA	PA	Level 1	*Not Set*	27/07/2018	✗
1234CCTV	CCTV	Level 1	*Not Set*	27/07/2018	✗

Add
Update
Cancel

In order for this information to present to the operator should we receive an activation we can police, we must ensure we have a **Police Agency** set up on the account. The same goes for the **Fire Agency**. We will explain how to do this further down.

Should you need to update the information of the **URN** or set one to **Withdrawn** etc, then you simply need to locate the correct **URN** and use the drop down menus to change the **Level** of the **URN** and then click the green **Update** button to save your changes.

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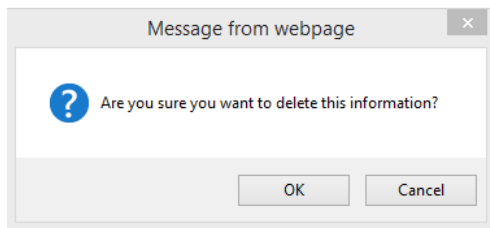
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**Portal Training Guide – Adding and Updating URNs.**

URN	Type	Level	Reason	Date Change
1234	Intruder	Level 2	*Not Set*	
1234PA	PA	Self Suspend	*Not Set*	27/07/2018
1234CCTV	CCTV	URN Withdrawn	*Not Set*	27/07/2018

Buttons: Add, Update, Cancel

Should you be required to completely remove a **URN** you can do this by clicking on the red **X** next to the **URN** you need to remove. You will be presented with a pop up:



Click **OK** and then the green **Update** button to save the changes.

Now we will discuss how to set up the **Police** and **Fire Agency** on the account. Using the top menu again select **Agencies**.



You will now be presented with the following screen. We are only interested in the top 3 rows underneath **Agencies**.

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## Portal Training Guide – Adding and Updating URNs.

### Agencies

Police  

Fire  

Medical  

### General Agencies

Name	Status	From: Date	Time	To: Date	Time	Areas	Edit	Action



In order to add in the **Police** or **Fire Agency** you need to click the **Pencil and Paper Symbol** to the right of the box.



This will now allow you to select from the drop-down list. You must ensure you select the correct **Agency**. Inputting an incorrect **Agency** here could cause delays in the emergency services being dispatched to site.

Once you have selected the **Agency** you will need to click on the **Floppy Disk Symbol** to save this information. The **Undo Symbol** to the left of this will remove any changes you have made that you haven't yet saved.



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## Portal Training Guide – Adding and Updating URNs.

### Agencies

Police

Fire

Medical

Name	Status	From: Date	Time	To: Date	Time	Areas	Edit	Action
ADD								

As you can see once you have saved this information it shows up in grey in the box.

You do not need to select a **Medical Agency** as we are not given direct numbers to Hospitals etc. These activations will always be passed through the **999** number.

The **General Agencies** underneath is where you would select a **Guarding Company** to be listed on the site. This will be explained in a separate **Training Guide**.

**Please Note** – If you add in a URN for a site that has Custom Alarms set up against the signals that we use the URN for, you must ensure that this is updated to assign the URN to the Police Agency. Without this the Police Action will not be presented to the Operators during an alarm. This will be down to your Protocols, if your Policeable Protocols differ to our standard Protocols then it will have a Custom Alarm set up for it.

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Once you have the **URN's** and the Police **Agency** on the account you need to make sure that the **URN** is assigned against the relevant **Custom Alarms**.  
Click on the **Alarms** tab:

General Customer Contacts Site Contacts Special Instructions Transmitters Areas Agencies Devices **Alarms** Conversions User Defined History URNs

At current we have 2 **Custom Alarms** set up here, for this **Training Guide** we are only interested in the **Personal Attack Alarm**:

Event	Transmitter	Area	Device	Alarm Response	Action Plan
Personal Attack	Any	Any	Any	Default	S1K1K2
Operation Reminder	Any	Any	Any	Yes	A1

General SetActions UnsetActions Windows

Event	*Not Set*	Reverse Transmitter	<none>
Transmitter	Any	Reverse Command	<none>
Area	Any		
Device Type	Any		
Device			
Alarm Response	Default		

Add Delete Save Cancel

If you click on the **Personal Attack** you will see the boxes at the bottom of the page fill will information and the tabs are no longer greyed out:

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**Portal Training Guide –  
Adding and Updating URNs.**

General | **SetActions** | UnsetActions | Windows

Event	Personal Attack (2) ▼	Reverse Transmitter	<none> ▼
Transmitter	Any ▼	Reverse Command	<none> ▼
Area	Any ▼		
Device Type	Any ▼		
Device	<input type="text"/>		
Alarm Response	Default ▼		

**Add** **Delete** **Save** **Cancel**

At current the **Personal Attack Set Actions** are:

General | **SetActions** | UnsetActions | Windows

Linked	Action	Contact Method	Strategy	Required	URN
	Site - Site	Operator ▼	Default ▼	If alarm not cancelled ▼	*Not Set* ▼
	Key-Holders - Owner Mobiles	Operator ▼	Default ▼	If alarm not cancelled ▼	*Not Set* ▼
	Key-Holders - Main Keyholder Group	Operator ▼	Default ▼	If alarm not cancelled ▼	*Not Set* ▼

**Information** **Update** **Cancel**

The **Unset Actions** are:

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**Portal Training Guide – Adding and Updating URNs.**

General | SetActions | **UnsetActions** | Windows

Linked	Action	Contact Method	Strategy	Required	URN
	Site - Site	Operator	Default	If alarm not cancelled	*Not Set*
	Key-Holders - Owner Mobiles	Operator	Default	If alarm not cancelled	*Not Set*
	Key-Holders - Main Keyholder Group	Operator	Default	If alarm not cancelled	*Not Set*

Information Update Cancel

We now need to add in the **Police Action** for the **Unset Action**, to do this you need to select the **Police Agency** from the list on the left, and then click on the **> Arrow** to move it across into the list. Please note this can take a couple of seconds to update:

General | SetActions | **UnsetActions** | Windows

Linked	Action	Contact Method	Strategy	Required	URN
	Site - Site	Operator	Default	If alarm not cancelled	*Not Set*
	Key-Holders - Owner Mobiles	Operator	Default	If alarm not cancelled	*Not Set*
	Key-Holders - Main Keyholder Group	Operator	Default	If alarm not cancelled	*Not Set*
	Police - Cumbria Police	Operator	Default	If alarm not cancelled	*Not Set*

Information Update Cancel

This is now showing that we will contact the **Police** after we call all the contacts above it. To move them into the correct place on the list, click on them to highlight them and then use the **Up** and **Down Arrows** to change their position in the list, you can only move contacts one position at a time:

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## Portal Training Guide – Adding and Updating URNs.

General | SetActions | UnsetActions | Windows

Linked	Action	Contact Method	Strategy	Required	URN
	Site - Site	Operator	Default	If alarm not cancelled	*Not Set*
	Police - Cumbria Police	Operator	Default	If alarm not cancelled	*Not Set*
	Key-Holders - Owner Mobiles	Operator	Default	If alarm not cancelled	*Not Set*
	Key-Holders - Main Keyholder Group	Operator	Default	If alarm not cancelled	*Not Set*

Information Update Cancel

This is now showing that we will contact **Site** then the **Police**, before moving onto the remaining contacts. As you can see at current there is no **URN** assigned. Even though we have the **Police Agency** in the list, without the **URN** being assigned to it an **Operator** would be unable to contact the **Police** on this activation.

To assign the **URN** click on the dropdown list and select the correct **URN** – please note we can not pass a **Confirmed Intruder** using a **PA URN** and we cannot pass a **PA** using an **Intruder URN** etc:

General | SetActions | UnsetActions | Windows

Linked	Action	Contact Method	Strategy	Required	URN
	Site - Site	Operator	Default	If alarm not cancelled	*Not Set*
	Police - Cumbria Police	Operator	Default	If alarm not cancelled	1234PA
	Key-Holders - Owner Mobiles	Operator	Default	If alarm not cancelled	*Not Set*
	Key-Holders - Main Keyholder Group	Operator	Default	If alarm not cancelled	*Not Set*

Information Update Cancel

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## Portal Training Guide – Adding and Updating URNs.

Once you have selected the correct **URN** click on **Update** to save your changes.

Our **Set Actions** are now:

General | **SetActions** | UnsetActions | Windows

Linked	Action	Contact Method	Strategy	Required	URN
	Site - Site	Operator	Default	If alarm not cancelled	*Not Set*
	Key-Holders - Owner Mobiles	Operator	Default	If alarm not cancelled	*Not Set*
	Key-Holders - Main Keyholder Group	Operator	Default	If alarm not cancelled	*Not Set*

Information Update Cancel

## Unset Actions:

General | **UnsetActions** | SetActions | Windows

Linked	Action	Contact Method	Strategy	Required	URN
	Site - Site	Operator	Default	If alarm not cancelled	*Not Set*
	Police - Cumbria Police	Operator	Default	If alarm not cancelled	1234PA
	Key-Holders - Owner Mobiles	Operator	Default	If alarm not cancelled	*Not Set*
	Key-Holders - Main Keyholder Group	Operator	Default	If alarm not cancelled	*Not Set*

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## Portal Training Guide – Adding and Updating URNs.

You may also see that the **Police Agency** is already listed as an action but there is no **URN** assigned. In order to update this you just select the correct **URN** and click on **Update**.

**Please Note** – Under no circumstances should you add in Custom Alarms that have not been set up by ourselves, likewise you should not delete any Custom Alarms or make any changes to them other than assigning the URNs to them. Adding / Deleting or Amending Custom Alarms will change the way certain Alarms are actioned by our Operators and could mean that your Customers Alarm is not actioned according to your Protocols.

Once you have finished updating the account you need to add this information in the **User Defined** section:



Here we are going to update the **User Defined Comments** and **User Defined Dates**:

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## Portal Training Guide – Adding and Updating URNs.

User Defined Fields		User Defined Dates	
1.	<input type="text"/>	1.	<input type="text"/>
2.	<input type="text"/>	2.	<input type="text"/>
3.	<input type="text"/>	3.	<input type="text"/>
4.	<input type="text"/>	4.	<input type="text"/>
5.	<input type="text"/>	5.	<input type="text"/>
6.	<input type="text"/>	6.	<input type="text"/>
7.	<input type="text"/>	7.	<input type="text"/>
8.	<input type="text"/>	8.	<input type="text"/>
9.	<input type="text"/>		
10.	<input type="text"/>		

User Defined Comments	
1.	<input type="text"/>
2.	<input type="text"/>
3.	<input type="text"/>
4.	<input type="text"/>
5.	<input type="text"/>
6.	<input type="text"/>
7.	<input type="text"/>
8.	<input type="text"/>

In the **User Defined Comments** we need to input why we have updated the account. For this one we will input it is a Key Holder update.

### User Defined Comments

1.

Make sure you only ever update the number **1** field for both. To update the **User Defined Dates** you need to click on the **3**  and this will bring a calendar pop up for you to select the date:

Last updated 15.03.2021  
Author: Amelia Dunn

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User Defined Dates	
1.	11/06/2018 ...
2.	...
3.	...
4.	...
5.	...
6.	...
7.	...
8.	...

**Date Selection** [X]

< June 2018 >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

OK Cancel

Click **OK** and then **Update** to save this information. By updating this field every time you update the account you can see at a glance when it was last updated and why.

If you require any further information on the above, please contact us at [Arc@CougarMonitoring.com](mailto:Arc@CougarMonitoring.com)

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