How to Put Sites On Test Via the Cougar Portal

Last updated on March 15th 2021

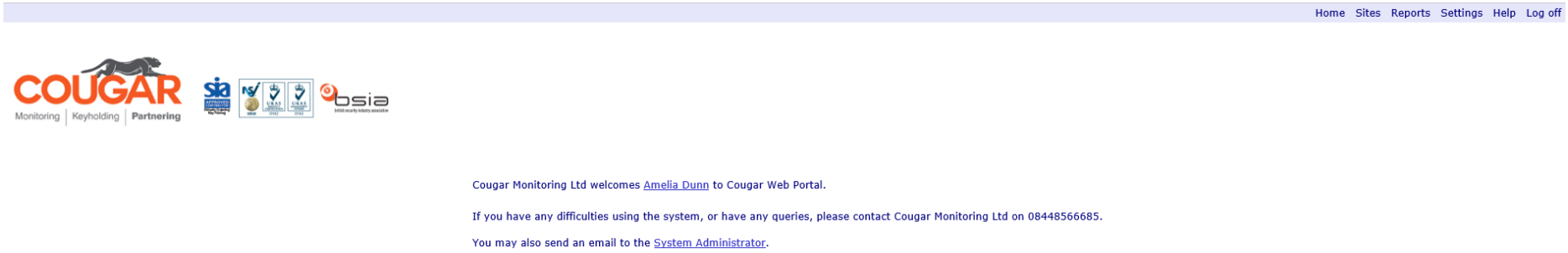
Author – Amelia Dunn

How To Put Sites On Test Via The Cougar Portal

Please note all times need to be input using the 24-hour clock with : between. I.e. 09:00 – 17:00. If you need to set a time from midnight to midnight you do this as 00:01 – 23:59.

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**. 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*** *for assistance.*

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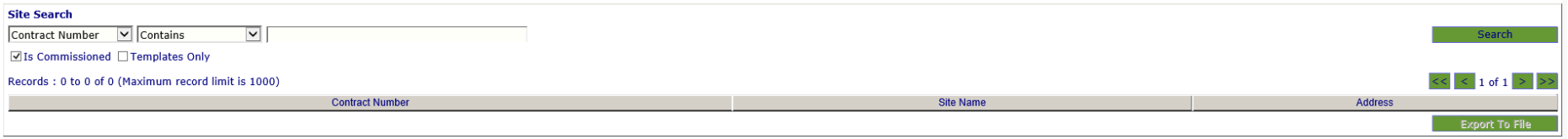
Navigate to **Sites** at the top right, on the drop-down menu select **Search (ALT+S)**.



Enter the **Contract Number** for the site you are going to be updating and click **Search**.
If this is a **Blank Site** you will be updating then enter **Unallocated** as the **Contract Number**. You can also untick the **Is Commissioned** box.

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

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

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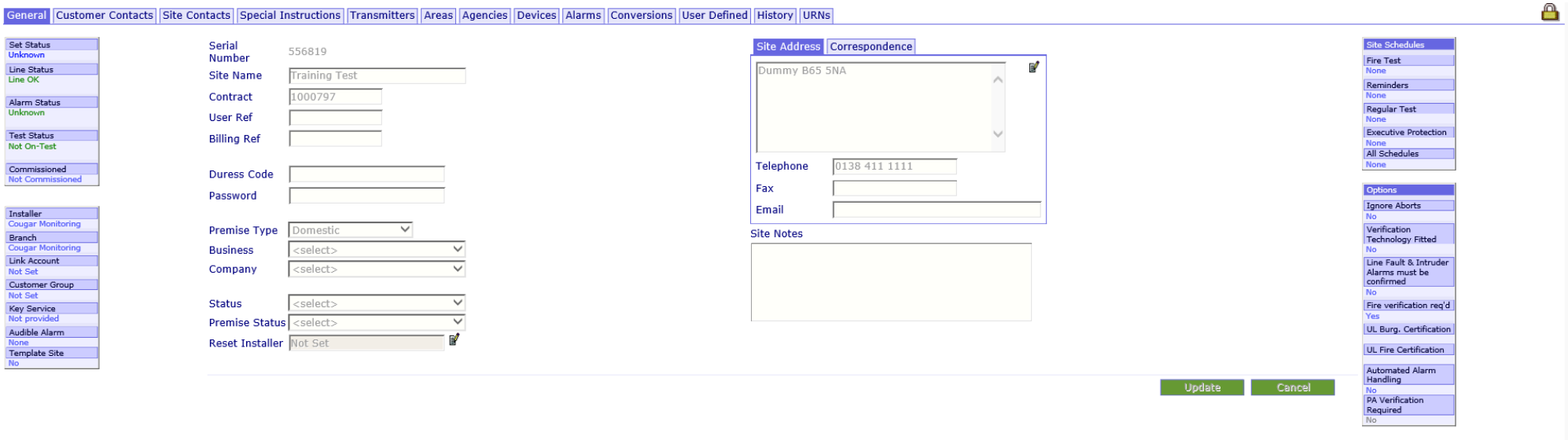

For this Training Guide we will be focusing on the **Test / Service Status** of the site.

Please Note **–** *You may find it called either Test Status or Service Status.*

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In order to place a site on **Test** on the Portal you need to click underneath the **Service Status** on the far-left hand side of the screen:

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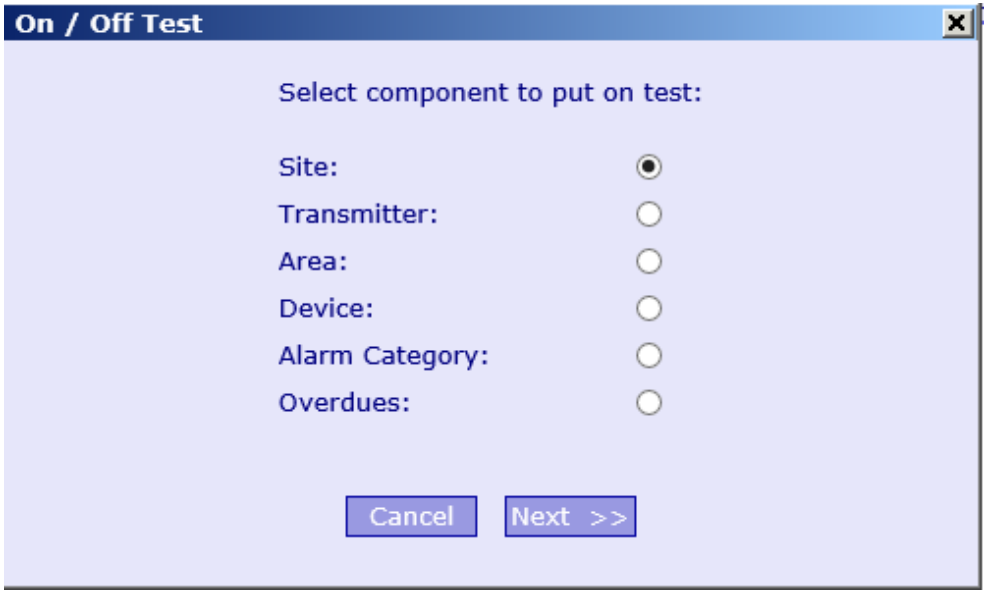
This will then bring up the below pop up, here you need to select how you want to place the system on test:



Site – This put the whole site on test.

Transmitter – This will allow you to select which transmitter to put on test, this is used if you have more than one transmitter on an account and only want one particular transmitter to be on test.

Area – This is where you can select a particular area to be put on test. But like the transmitter you need to have more than one set up.

Device – This is where you can select which particular Pin to be put on test.

Alarm Category – This is where you would select which alarm category to be put on test, such as Technical Faults.

Overdues – This will put the overdue signals on test.

Please Note *– You have a maximum of 8 hours when you are putting a system on test. If you require the system to be on test for longer than 8 hours please contact us and we will arrange this for you.*

If you select **Transmitter**, **Area**, **Device** or **Alarm Category**, the next screen on the popup will ask you to select what it is you want to put on test:

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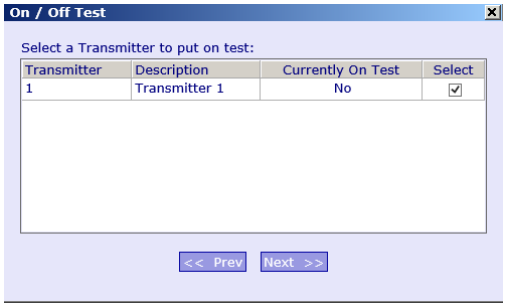
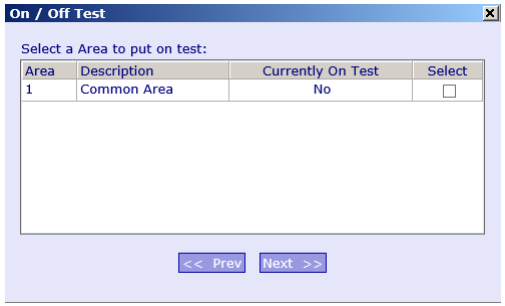
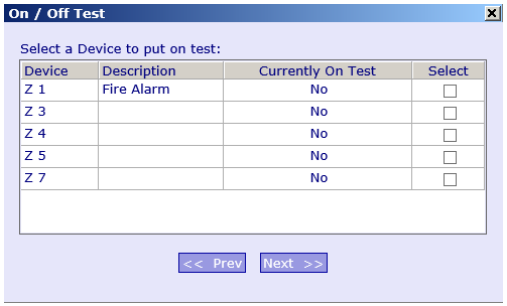
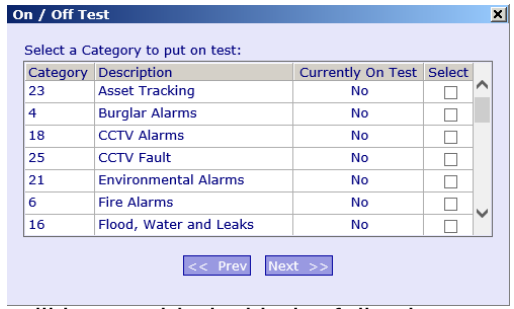
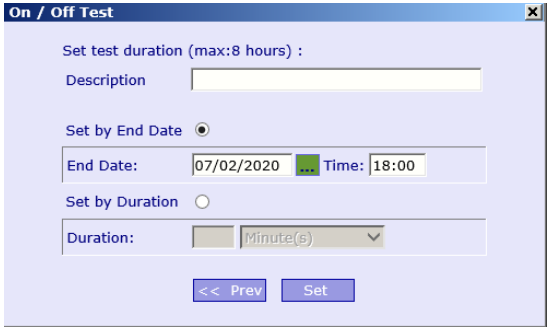








Once you have selected the relevant **Transmitter**, **Area**, **Device** or **Category** or if you select **Site** or **Overdues**, you will be provided with the following screen:



On this screen you need to input a **Description**, the system may automatically populate one for you but you can edit this. You would normally put a short **Description** of why you have put the account on test.

Then you need to select how long you want the site on test for. You can do this by **End Date** and **Time** or by **Duration**.

Once you have selected how long you want it on **Test** for you need to click on **Set**.

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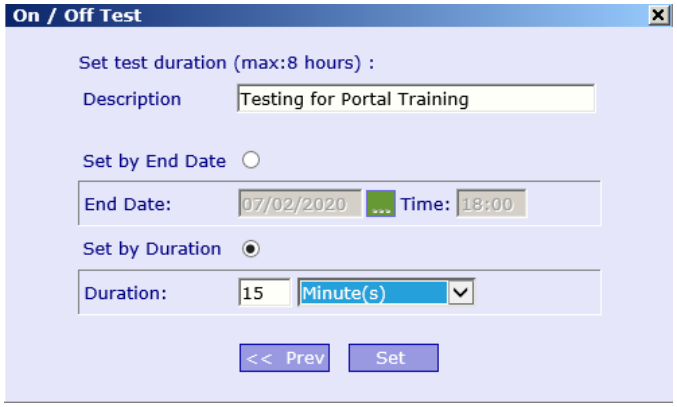
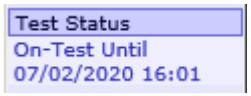
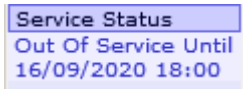


Once you click on **Set** you can see that the site is on **Test** by looking on the far left of the account. It will now show when the site is on **Test** until.





If you have a site on **Test** and you want to amend the time or what is on **Test** you would click in the same place as you do to put the site on **Test**, this will bring up the following popup:

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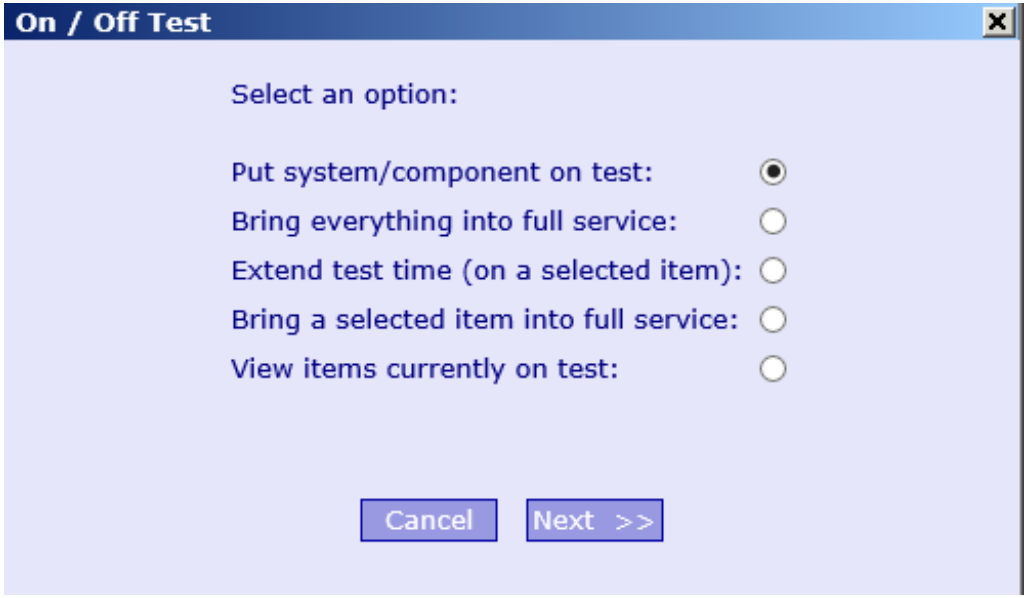

Put system/component on test – This will allow you to put more of the site on **Test**.

Bring everything into full service – This will take every on the account off **Test** and put it back live.

Extend test time (on a selected item) – This will allow you to amend the **Test** time of an item you have currently got on **Test**.

Bring a selected item into full service – This will allow you to select individual items to take them off **Test**.

View items currently on test – This will show you a list of everything you currently have on **Test** and the **Duration** of the **Test**.

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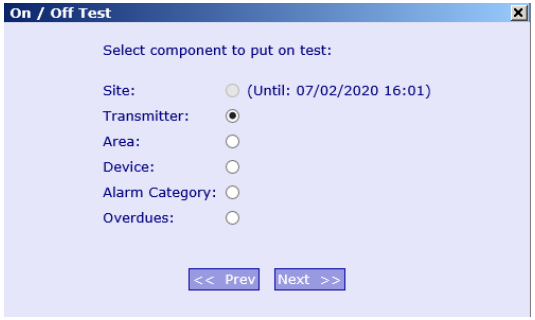
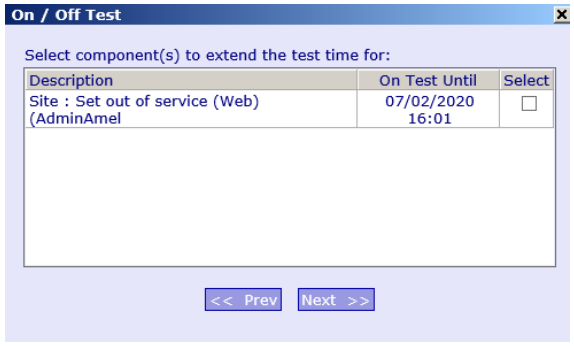


Put system/component on test – Here you can see that part of the site is already on **Test** and it is giving further options for what can be put on **Test**. Selecting any of these options and clicking on next will give you the same view as the above.

Bring everything into full service – If you select this option the system will take everything off **Test.**



Extend test time (on a selected item) – Here you can extend the **Test** time of a specific item that is already on **Test**.

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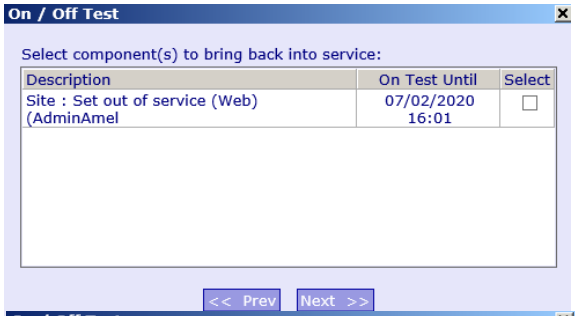
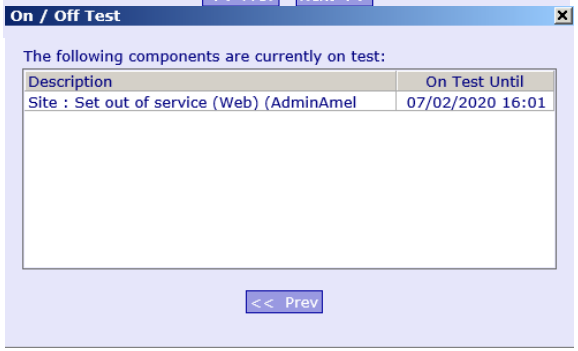


Bring a selected item into full service – Here you will be able to select individual items that you have on **Test**, to take them off **Test**. By doing it by each individual item you can leave other items on **Test** if required**.**



View items currently on test – Here you can see a full list of all the items that are currently on **Test** and how long they are on **Test** until.

If you require any further information on the above, please contact us at Arc@CougarMonitoring.com

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