



How to Put Sites On Test Via the Cougar Portal



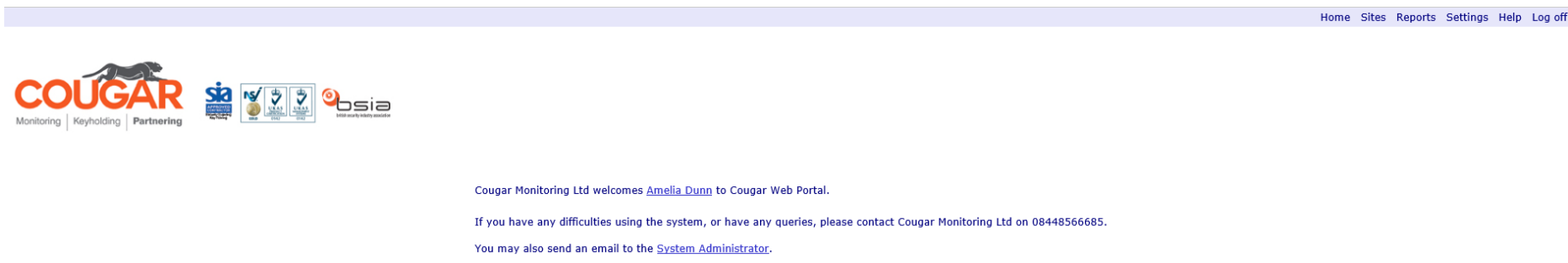
Last updated on March 15th 2021
Author – Amelia Dunn

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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Portal Training Guide – Putting Sites on Test.

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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Export To File

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:

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
1000797	Training Test	Dummy, B65 5NA

Export To File

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

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Putting Sites on Test.

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

Unknown
 Line OK
 Unknown
 Not On-Test
 Not Commissioned
 Cougar Monitoring
 Cougar Monitoring
 Not Set
 Not Set
 Not provided
 None
 No

Serial Number: 556819
 Site Name: Training Test
 Contract: 1000797
 User Ref:
 Billing Ref:
 Duress Code:
 Password:
 Premise Type: Domestic
 Business: <select>
 Company: <select>
 Status: <select>
 Premise Status: <select>
 Reset Installer: Not Set

Site Address: Dummy B65 5NA
 Telephone: 0138 411 1111
 Fax:
 Email:
 Site Notes:

Fire Test: None
 None
 None
 None
 None
 Ignore Aborts: No
 Technology Fitted: No
 No
 Yes

 No
 No

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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Putting Sites on Test.**

Set Status
Open 12/03/2020 16:29
Line Status
Unknown
Alarm Status
Restored 16/09/2020 12:50
Service Status
In Service
Commissioned
Commissioned 16/09/2020

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:

Service Status
In Service

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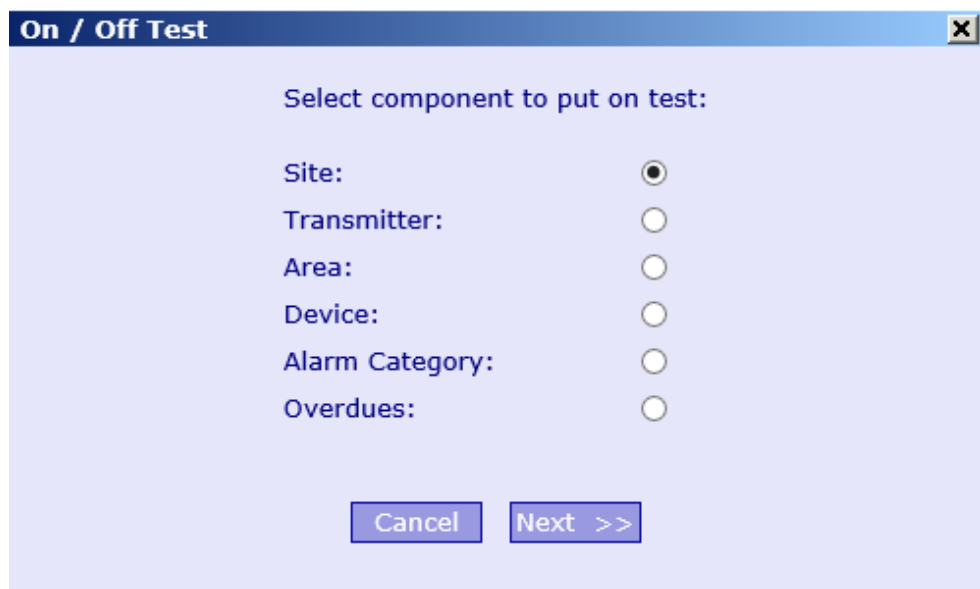
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This will then bring up the below pop up, here you need to select how you want to place the system on test:



The screenshot shows a dialog box titled "On / Off Test" with a close button (X) in the top right corner. The main text inside the dialog is "Select component to put on test:". Below this, there are six radio button options: "Site:", "Transmitter:", "Area:", "Device:", "Alarm Category:", and "Overdues:". The "Site:" option is selected, indicated by a filled radio button. At the bottom of the dialog, there are two buttons: "Cancel" and "Next >>".

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 pop up will ask you to select what it is you want to put on test:

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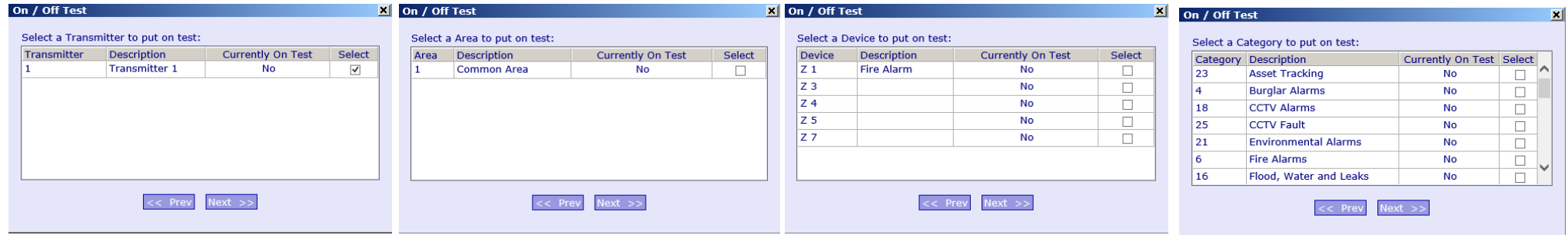
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On / Off Test

Select a Transmitter to put on test:

Transmitter	Description	Currently On Test	Select
1	Transmitter 1	No	<input checked="" type="checkbox"/>

On / Off Test

Select a Area to put on test:

Area	Description	Currently On Test	Select
1	Common Area	No	<input type="checkbox"/>

On / Off Test

Select a Device to put on test:

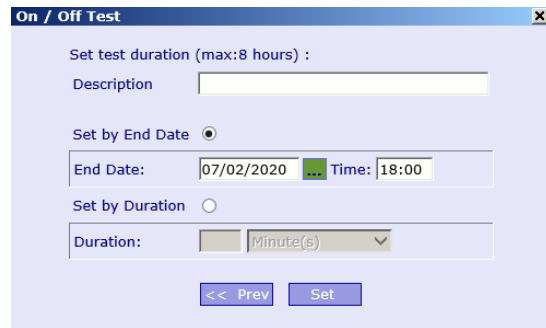
Device	Description	Currently On Test	Select
Z 1	Fire Alarm	No	<input type="checkbox"/>
Z 3		No	<input type="checkbox"/>
Z 4		No	<input type="checkbox"/>
Z 5		No	<input type="checkbox"/>
Z 7		No	<input type="checkbox"/>

On / Off Test

Select a Category to put on test:

Category	Description	Currently On Test	Select
23	Asset Tracking	No	<input type="checkbox"/>
4	Burglar Alarms	No	<input type="checkbox"/>
18	CCTV Alarms	No	<input type="checkbox"/>
25	CCTV Fault	No	<input type="checkbox"/>
21	Environmental Alarms	No	<input type="checkbox"/>
6	Fire Alarms	No	<input type="checkbox"/>
16	Flood, Water and Leaks	No	<input type="checkbox"/>

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 / Off Test

Set test duration (max:8 hours) :

Description:

Set by End Date

End Date: 07/02/2020 Time: 18:00

Set by Duration

Duration: Minute(s)

<< Prev Set

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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On / Off Test [x]

Set test duration (max:8 hours) :

Description

Set by End Date

End Date: Time:

Set by Duration

Duration:

<< Prev Set

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.

Test Status
On-Test Until
07/02/2020 16:01

Service Status
Out Of Service Until
16/09/2020 18:00

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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On / Off Test x

Select an option:

Put system/component on test:

Bring everything into full service:

Extend test time (on a selected item):

Bring a selected item into full service:

View items currently on test:

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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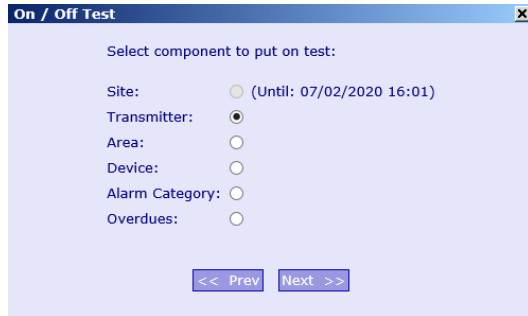
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On / Off Test

Select component to put on test:

Site: (Until: 07/02/2020 16:01)

Transmitter:

Area:

Device:

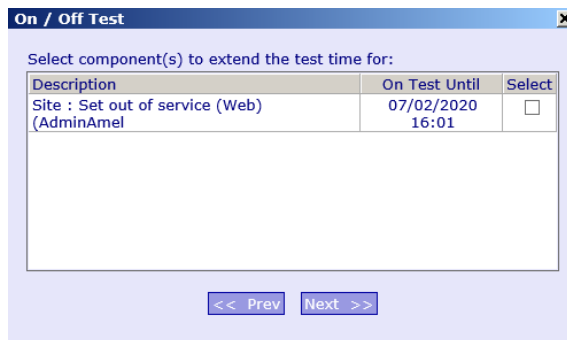
Alarm Category:

Overdues:

<< Prev Next >>

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**.



On / Off Test

Select component(s) to extend the test time for:

Description	On Test Until	Select
Site : Set out of service (Web) (AdminAmel)	07/02/2020 16:01	<input type="checkbox"/>

<< Prev Next >>

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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On / Off Test [x]

Select component(s) to bring back into service:

Description	On Test Until	Select
Site : Set out of service (Web) (AdminAmel)	07/02/2020 16:01	<input type="checkbox"/>

<< Prev Next >>

On / Off Test [x]

The following components are currently on test:

Description	On Test Until
Site : Set out of service (Web) (AdminAmel)	07/02/2020 16:01

<< Prev

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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