



How to Update Site Schedules Via the Cougar Portal



Author – Amelia Dunn

How to Update Site Schedules 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 for the Schedules.

There will be 3 parts to the following **Training Guide**:

- Part 1 will cover the basics on how to add and amend a standard site **Schedule**. Pages 5 – 10.
- Part 2 will go more in depth and cover **Schedules** where the site remains **Open** overnight. Pages 11 – 13.
- Part 3 will cover how to add and amend a **Temporary Schedule**. Pages 14 – 20.
- User Definitions. Pages 20 – 21.

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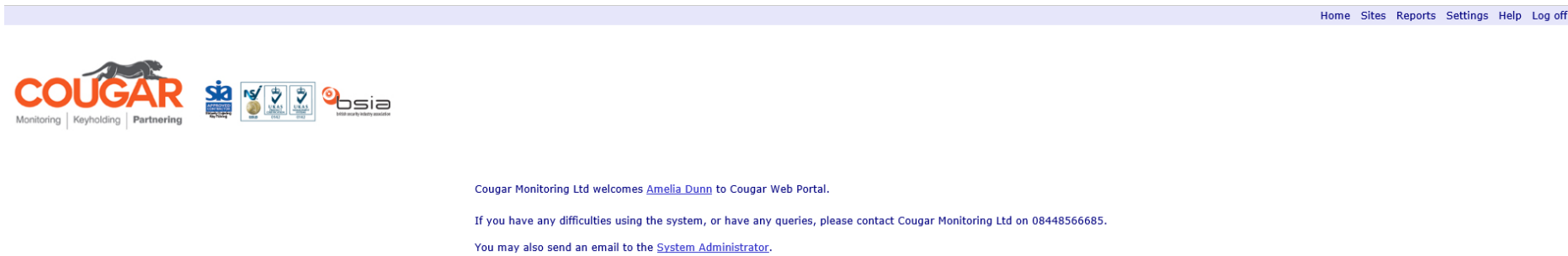
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Portal Training Guide – Updating Site Schedules.



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.

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

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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
-----------------	-----------	---------

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 should also untick the **Is Commissioned** box if the account you are searching for is not **Commissioned** on the system.

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

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

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

<p>Set Status Unknown</p> <p>Line Status Line OK</p> <p>Alarm Status Unknown</p> <p>Test Status Not On-Test</p> <p>Commissioned Not Commissioned</p> <p>Installer Cougar Monitoring</p> <p>Branch Cougar Monitoring</p> <p>Link Account Not Set</p> <p>Customer Group Not Set</p> <p>Key Service Not provided</p> <p>Audible Alarm Yes</p> <p>Template Site No</p>	<p>Serial Number 556819</p> <p>Site Name Training Test</p> <p>Contract 1000797</p> <p>User Ref </p> <p>Billing Ref </p> <p>Duress Code </p> <p>Password </p> <p>Premise Type Domestic</p> <p>Business <select></p> <p>Company <select></p> <p>Status <select></p> <p>Premise Status <select></p> <p>Reset Installer Not Set</p>	<p>Site Address Correspondence</p> <p>Dummy B65 SNA</p> <p>Telephone 0138 411 1111</p> <p>Fax </p> <p>Email </p> <p>Site Notes </p>	<p>Site Schedules</p> <p>Fire Test None</p> <p>Reminders None</p> <p>Regular Test None</p> <p>Executive Protection None</p> <p>All Schedules None</p> <p>Options</p> <p>Ignore Aborts No</p> <p>Verification Technology Fitted No</p> <p>Line Fault & Intruder Alarms must be confirmed No</p> <p>Fire verification req'd Yes</p> <p>UL Burg. Certification UL Fire Certification</p> <p>Automated Alarm Handling No</p> <p>PA Verification Required No</p>
--	---	---	---

Update Cancel

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 updating the site **Schedule**.

(If you require information on how to **Update** other sections of the account, please refer to the relevant Training Guide.)

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Part 1 – How to Add and Amend a Standard Site Schedule.

In order to locate the site **Schedule** we need to click on **Areas** on the navigation bar.



This will bring up the below screen:

Areas			
Area	Description	Edit	Delete
1	Common Area		

Area Details

Description:

Address:

Remote Reset Type: Default

Open/Close Service:

Billed from:

[Edit Schedule](#)

Area Set Status

Unknown
<None>

Alarm Status

Restored
<None>

Schedule Status

Normal Schedule

[Add Area](#)
[Update Area](#)
[Cancel](#)

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Portal Training Guide –
Updating Site Schedules.

Click on the **Edit Schedule** button.

Edit Schedule

You will now be presented with the below pop up:

Schedule x

Regular | Temporary | Holiday Sets

Holiday Set:

Schedule status: Consistent
No changes have been made.

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action

Event Windows	Alarm	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Early Open (1)	Yes	30	30	30	30	30	30	30		
Late Open (1)	Default	30	30	30	30	30	30	30		
Early Close (1)	Default	30	30	30	30	30	30	30		
Late Close (1)	Default	30	30	30	30	30	30	30		
Open Overdue (1)	Default	30	30	30	30	30	30	30		
Close Overdue (1)	Default	30	30	30	30	30	30	30		

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Click on **Add Open/Close Row** and you will be presented with the following:

Add Open/Close Row

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open <input type="text"/>	<input type="text"/> »	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="button" value="↺"/>

You need to input here the times that the site **Opens**.

Please note that the system works on the 24-hour clock, so all times must be input in this format. If the site opens at Midnight this must be input as 00:01. If the site closes at Midnight this must be input as 23:59 and not 00:00.

If the site **Opens** at the same time every day you can enter this information in the box underneath **Mon** and click on the **»** to have the system automatically fill in the remaining boxes. If the site has different opening times or does not open on specific days then you will need to input this information manually.

Once you have input the **Opening Times** you need to click on the green **Tick** in the **Edit** column. Please note any days where the site does not **Open** should be left blank.

Edit

You will see that this information has been saved, however we still need to input the **Close** times for site or the system will not accept the **Schedule**. You can see below that it is currently showing the **Schedule Status** as **Inconsistent**.

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Schedule ✕

Regular
Temporary
Holiday Sets

Holiday Set

Schedule status: **Inconsistent**

The schedule is not consistent Open Monday - Open Tuesday
 The schedule is not consistent Open Tuesday - Open Wednesday
 The schedule is not consistent Open Wednesday - Open Thursday

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	07:00	07:00	07:00	07:00	07:00				✕

In order to add the **Close** times you need to click on **Add Open/Close Row** again.

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	07:00	07:00	07:00	07:00	07:00				✕
Close <input type="text" value=">>"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	✔	

Fill in the **Close** row in as above and click the green **Tick**.

You can see below that this **Schedule** is accepted by the system.

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Schedule x

Regular
Temporary
Holiday Sets

Holiday Set

Schedule status: Consistent
 Changes have been made, please click on 'Apply Changes' to save them.

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	07:00	07:00	07:00	07:00	07:00				✗
Close	17:00	17:00	17:00	17:00	17:00				✗

In order to save this you must click on **Apply Changes**. (Please note only click **Apply Changes** once when you are finished as clicking this multiple times will create multiple **Schedules**, you won't necessarily be able to see the duplicates on your view on the account).

Apply Changes

If for any reason you do not want to keep this **Schedule** you can click on **Cancel Changes** next to it and it will remove the **Schedule** from the above. Once completed click on **Close**.

Apply Changes
Cancel Changes
Close

If you need to change the times on a specific row you can do this by clicking the **Pen and Paper** symbol in the **Edit** column.

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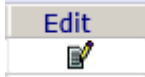
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Portal Training Guide –
Updating Site Schedules.



This cover the basics on how to add and amend a site **Schedule**.

Always remember to amend the **User Definitions** field whenever you update an account.
Information on how to do this starts on pages **20 & 21** of this guide.

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Part 2 – A More In-Depth Guide to Schedules.

Now we will go more in-depth on the **Schedules**.

If you have a site that has multiple **Open** and **Close** times we can input this in the same way as we have previously. We simply need to add in more **Open/Close Rows**.

As you can see on the below **Schedule** we have the site set to **Open** at 07:00 Monday to Friday, it is set to **Close** at 17:00 before it **Opens** again at 20:00 and finally **Closes** at 22:00.

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	07:00	07:00	07:00	07:00	07:00				
Close	17:00	17:00	17:00	17:00	17:00				
Open	20:00	20:00	20:00	20:00	20:00				
Close	22:00	22:00	22:00	22:00	22:00				

The **Schedule** must always be input with the earliest time starting from **00:01** and the latest time ending at **23:59**.

If however we have a site that remains **Open** overnight we need to input this differently from the above.

So if we have the following **Schedule**:

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Day	Open	Close	Open	Close
Monday	07:00	18:00	23:00	05:00
Tuesday	07:00	18:00	23:00	05:00
Wednesday	07:00	20:00	23:00	05:00
Thursday	07:00	18:00	23:00	05:00
Friday	07:00	18:00	23:00	05:00
Saturday	07:00	18:00		
Sunday	10:00	17:00	23:00	05:00

We will need to input this as the below:

Day	Open	Close	Open	Close	Open	Close
Monday	00:01	05:00	07:00	18:00	23:00	23:59
Tuesday	00:01	05:00	07:00	18:00	23:00	23:59
Wednesday	00:01	05:00	07:00	20:00	23:00	23:59
Thursday	00:01	05:00	07:00	18:00	23:00	23:59
Friday	00:01	05:00	07:00	18:00	23:00	23:59
Saturday	00:01	05:00	07:00	18:00		
Sunday	10:00	17:00	23:00	23:59		

Once input on the system it will look like:

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Schedule ✕

Regular
Temporary
Holiday Sets

Holiday Set

Schedule status: Consistent

Changes have been made, please click on 'Apply Changes' to save them.

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	00:01	00:01	00:01	00:01	00:01	00:01	10:00		✕
Close	05:00	05:00	05:00	05:00	05:00	05:00	17:00		✕
Open	07:00	07:00	07:00	07:00	07:00	07:00	23:00		✕
Close	18:00	18:00	20:00	18:00	18:00	18:00	23:59		✕
Open	23:00	23:00	23:00	23:00	23:00				✕
Close	23:59	23:59	23:59	23:59	23:59				✕

So you can see that we have put that the site **Opens** at 00:01 Monday to Saturday. This is because the site is already **Open** as they work overnight. From there the **Schedule** is input in chronological order for that days **Open** and **Close** times. The site is set to **Close** for the final time at 23:59. You are not able to have a site remain **Open** overnight on the system, it must always be set to **Close** at 23:59 and **Open** at 00:01 if there is overnight working.

This covers the more in-depth section of the **Schedules**.

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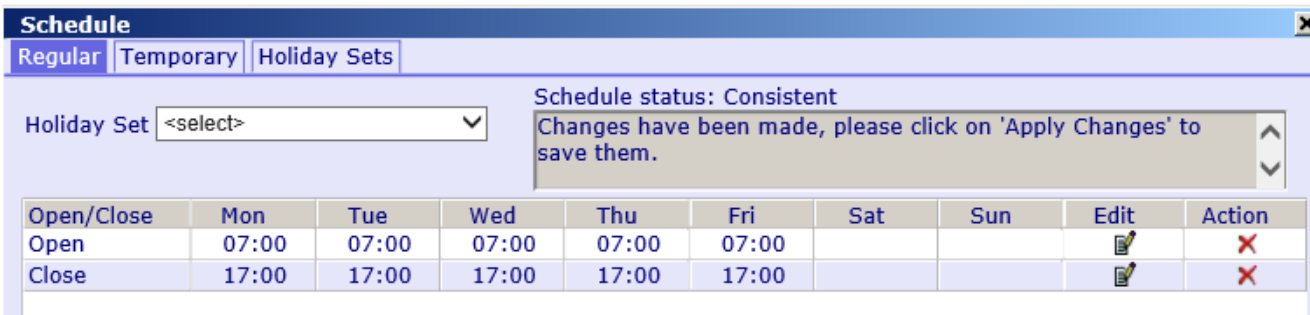
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Part 3 – Temporary Schedules.

For the final part of the guide we will cover **Temporary Schedules**.

This can be a short-term change to the **Schedule** to cover weekend working or a short holiday, or it can cover a longer period of time should there be a seasonal change to the **Schedule**.

For this part of the guide we will use a standard Monday to Friday 07:00 – 17:00 **Schedule**.



Schedule [x]

Regular | **Temporary** | Holiday Sets

Holiday Set: <select>

Schedule status: Consistent
Changes have been made, please click on 'Apply Changes' to save them.

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	07:00	07:00	07:00	07:00	07:00				
Close	17:00	17:00	17:00	17:00	17:00				

Select **Temporary** on the top row:

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Portal Training Guide –
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Temporary Schedule x

Regular
Temporary
Holiday Sets

Temporary Schedule List

Description	From	To	Delete

+ **ADD**

Schedule status: Inconsistent ↻

Invalid from date :

Invalid to date :

Description:

From: ... To: ...

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action

+ **ADD**
Apply Changes
Cancel Changes

Close

Click on the  button underneath the **Temporary Schedule List**. This will now look like the below:

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<p>Cougar Monitoring HQ</p> <hr/> <p>Kings Technology Centre Unit 1-2 Sapcote Trading Centre Powke Lane, Cradley Heath B64 5QR T: 0333 222 9099</p>	<p style="text-align: center;">Regional Offices in the Kings Secure Technologies Group of Companies</p> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; vertical-align: top; padding: 5px;"> <p>4 St Dunstons Technology Park Bradford BD4 7HH T: 0330 678 0635</p> </td> <td style="width: 25%; vertical-align: top; padding: 5px;"> <p>Unit 6 Pickering House Netherton Road Netherton Industrial Estate Wishaw ML2 0EQ T: 01698 355 111</p> </td> <td style="width: 25%; vertical-align: top; padding: 5px;"> <p>Argento House 12 Progress Park Ribocon Way Luton LU4 9UR T: 01582 412 000</p> </td> </tr> </table> <hr/> <p style="text-align: center;">info@cougarmonitoring.com www.cougarmonitoring.com</p>	<p>4 St Dunstons Technology Park Bradford BD4 7HH T: 0330 678 0635</p>	<p>Unit 6 Pickering House Netherton Road Netherton Industrial Estate Wishaw ML2 0EQ T: 01698 355 111</p>	<p>Argento House 12 Progress Park Ribocon Way Luton LU4 9UR T: 01582 412 000</p>
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Temporary Schedule ✖

Regular
Temporary
Holiday Sets

Temporary Schedule List

Description	From	To	Delete
New Temporary Schedule			✖

➕ ADD

Schedule status: Inconsistent ↻

Invalid from date :

Invalid to date :

Description:

From: ... To: ...

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action

➕ ADD Apply Changes Cancel Changes

Close

The first thing to do is to change the **Description**. If this is for a weekend you can input **Weekend Working**, likewise if it covers a **Bank Holiday** you can use this instead.

You then need to click on the ... next to **From:** and **To:** and select the correct dates from the pop up box.

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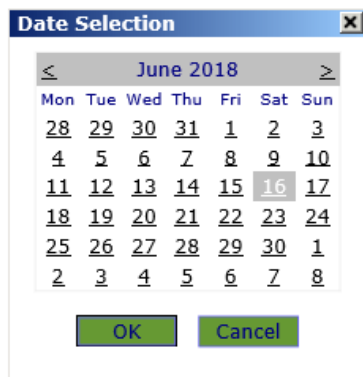
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Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

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Portal Training Guide – Updating Site Schedules.




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

Then you need to click on the  button underneath the **Description** and this bring up the **Open** row as before.

You need to ensure you only input information that covers the days you are adding the information for. So in this instance we are only inputting information for Saturday and Sunday.

Once you have input the **Open** information you need to do the same as above, click the green **Tick** then add in the **Close** row. Once you have finished click **Apply Changes** to save this information and it will look like the below.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

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B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

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Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
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**Portal Training Guide –
Updating Site Schedules.**

Temporary Schedule ✕

Regular |
 Temporary |
 Holiday Sets

Temporary Schedule List

Description	From	To	Delete
Weekend Working	16/06/2018	17/06/2018	✕

+ ADD

Schedule status: Consistent ↻

No changes have been made.

Description:

From: ... To: ...

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open						08:00	08:00	✎	✕
Close						15:00	16:00	✎	✕

+ ADD

Apply Changes Cancel Changes

Close

If you want to change the **Schedule** for a larger period of time you just need to select the relevant dates. If we amend the **Schedule** for the whole of July it will look like the below:

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Portal Training Guide –
Updating Site Schedules.

Temporary Schedule
x

Regular | **Temporary** | Holiday Sets

Temporary Schedule List

Description	From	To	Delete
Weekend Working	16/06/2018	17/06/2018	✘
July 2018	01/07/2018	31/07/2018	✘

+ ADD

Schedule status: Consistent ↻

No changes have been made.

Description:

From: To:

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	09:00	09:00	09:00	09:00	09:00			✎	✘
Close	18:00	18:00	18:00	18:00	18:00			✎	✘

+ ADD

As you can see it shows both the **Weekend Working** and the **July 2018** changes in the **Schedule**. To see which days and times have been changed you can click on the name underneath **Description** and it will show in the box below. These can then be amended as per the above.

Once finished click on **Close**.

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Portal Training Guide –
Updating Site Schedules.



Please Note – If you need to amend the **Schedule** for a large period of time that **covers more than one of the same day**, so it covers 2 Mondays, but those days have **Different Times**, you will need to do this as **Separate Temporary Schedules**, you cannot do this on the same **Temporary Schedule**. If on any of the days the site will not be **Open** you just leave these blank as before.

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**:

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.

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info@cougarmonitoring.com www.cougarmonitoring.com			

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:

User Defined Dates

1.	<input type="text" value="11/06/2018"/>	
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"/>	

Date Selection ✕

< June 2018 >

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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

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