



How to Update Site Details Via the Cougar Portal

In Depth Guide



Last updated on March 15th 2021
Author – Amelia Dunn

How to Update Site Details Via the Cougar Portal – In Depth Guide

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.

There will be 9 parts to the following Training Guide:

- **Part 1** will give a basic overview of the different tabs on the account. Pages 3 – 8.
- **Part 2** Will cover the General tab, including putting sites on test (Pages 13 – 19). Pages 9 – 19.
- **Part 3** will cover the Customer Contacts and Site Contacts tabs, including multiple keyholder groups. Pages 20 – 52.
- **Part 4** will cover the Transmitter tab. Pages 53 – 61.
- **Part 5** will cover the Areas and Schedules tabs. Pages 62 – 78.
- **Part 6** will cover the Devices tab. Pages 79 – 80.
- **Part 7** will cover the Alarms tab. Pages 81 – 83.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

- **Part 8** will cover the Agencies and URNs tab, this includes Assigning URNs. Pages 84 -101.
- **Part 9** will cover the User Defined tab. Pages 102 – 103.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

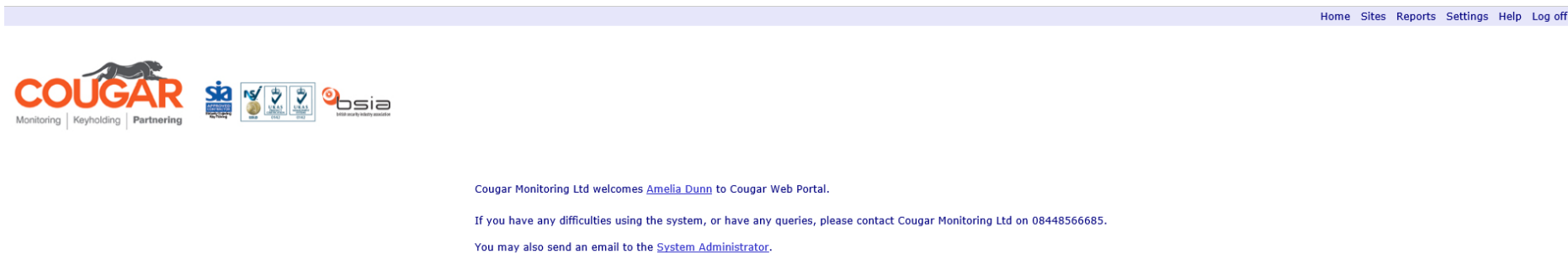
Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 1 Basic Tab Overview

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)**.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide – Updating Site Details – In Depth Guide.

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 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

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

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Updating Site Details – In Depth Guide.**

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 None</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: Dummy B65 5NA</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: Required</p>
---	--	---	---

Update Cancel

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

As you can see there are numerous tabs along the top of the account:

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

You may not be able to view or edit all of these depending on the permissions on your account.

General – This tab shows you an overview of your site’s information, including the **Site Name**, **Address** and **Passwords**.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Customer Contacts – This is where you update the **Owner Mobiles** and **Key Holders** details for the account.

Site Contacts – This is where you update the **Site Phone Number** for the account. This is normally the sites landline number, however for sites that do not have a landline then you can use a dedicated mobile number, but the mobile must remain on site.

Special Instructions – This is where you can add in a different style of note that presents in a different manner to our Operators, this is an **Advanced Function** and won't necessarily be available.

Transmitters – This is where you can view details of the **Transmitters** on the account.

Areas – This is where you can see what **Areas** are set up and you can edit **Schedules** here

Agencies – This is where you updated the **Emergency Services** and any **Guarding Agencies** for the account.

Devices – This is an **Advanced Function** and shows you how the alarms are **Programmed** on the system.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Alarms – This is an **Advanced Function** and shows you what **Custom Alarms** are set up.

Conversions – This is an **Advanced Function** and won't normally be available.

User Defined – This is where you update the last **Updated** date of the account.

History – This is where you can view the **Logs** on the account and see previous activations.

URNs – This is where you add in or update the **URN's** on the account.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Set Status
Open 12/03/2020 16:29
Line Status
Unknown
Alarm Status
Restored 16/09/2020 12:50
Service Status
Out Of Service Until 16/09/2020 14:15
Commissioned
Commissioned 16/09/2020

This shows you the current **Set Status** of the account.

This is the current **Line Status** of the account.

The **Alarm Status**,

Whether the account is **On Test** (This is where you can also place the account on **Test**).

The **Commissioned Status** of the account.

Installer
Cougar Monitoring Tech Department
Branch
Cougar Monitoring
Link Account
Not Set
Customer Group
Not Set
Key Service
Not provided
Audible Alarm
None
Template Site
No

This section underneath has information on who the **Installer** is for the account and if there are any **Link Accounts** or **Branches** set up. This section is not something you would normally use.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 2 – General Tab

The main information we will be changing on this page is;

Contract Number – This is the number that the ARC Team use to locate the account. This can be numbers and letters with a maximum of 12 digits. Please note this is **Not** the same as the **Signalling ID** used by **Engineers**.

Name – This is the **Site Name**, so the name of the business or in the case of **Residential Customers** this should be their name. I.e. Mr & Mrs Smith.

Address – This is the **Address** for the **Site**. Please ensure we have at the very least the first line of the address and the correct postcode.

Site Phone Number – This is the phone number for the **Landline** on **Site**. If **Site** do not have a **Landline** please try and provide a **Mobile Number** for a phone that is kept at **Site**.

Email – This is the **Email Address** for the site, so a **Business Email Address** or in the case of **Residential Customers** an **Email Address** provided by themselves.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Password – This will be a **Site Password** and should be the **All OK Password**. Please ensure we have this information. The **Duress** is added in elsewhere.

Duress Code – This is a **Site Duress Password** and this is the **Password** given to us when the customer requires assistance as they are in a **Duress** situation.

When you are updating information you will need to click on the box where the information is contained. So for **Site Name** we simply click inside the box with ‘**Training Test**’:

Site Name

Then rename it ‘**Training Account**’:

Site Name

Once you click **Update** the account will be renamed:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

If you don't want to keep your changes clicking **Cancel** will change the details back as long as you haven't saved them. You update the other fields on the page in the same manner with the exception of the **Site Address**.

In order to **Edit** the **Site Address** you need to **Click** on the little **Edit** button to the right of the box:



This will bring up a separate box. Please note however this can take a bit of time.



The screenshot shows a dialog box titled "Address Details" with the following fields and options:

- Country: United Kingdom (dropdown)
- Post Code: B65 5NA (text input)
- County: <select> (dropdown)
- Town/City: <select> (dropdown)
- Street: Training portal (text input)
- Test 1 (text input)
- West Midlands (text input)
- Copy to the correspondence address:
- Buttons: OK, Cancel

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Simply **Edit** the information then click **OK** once completed. If you do not wish to keep the changes, click **Cancel**. Remember to click **Update** once you are done.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Putting Sites On Test

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

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

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

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

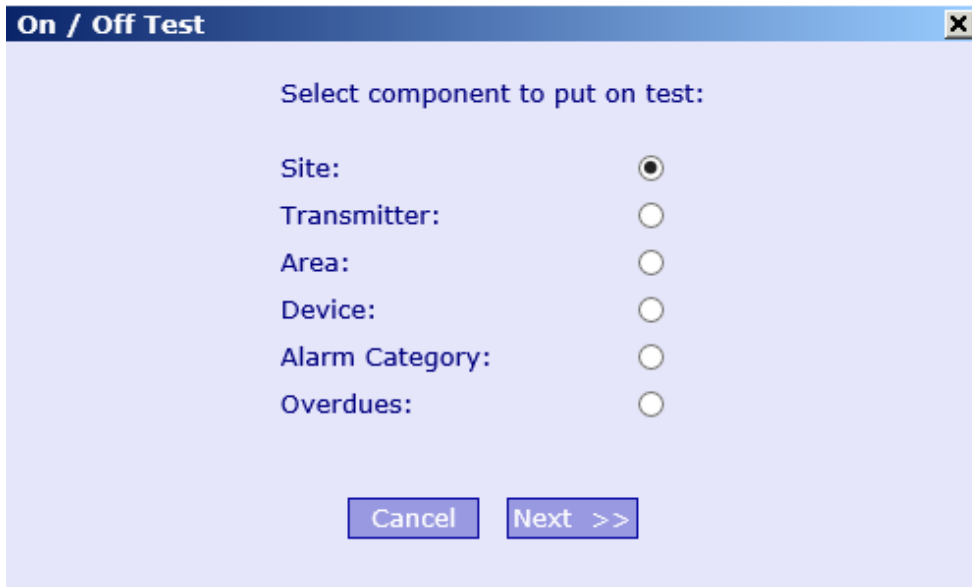
Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com



The screenshot shows a dialog box titled "On / Off Test" with a close button (X) in the top right corner. The main content area is light blue and contains the text "Select component to put on test:". Below this text are six radio button options, each with a label to its left: "Site:", "Transmitter:", "Area:", "Device:", "Alarm Category:", and "Overdues:". The "Site:" option is selected, indicated by a filled black circle. At the bottom of the dialog box 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 popup will ask you to select what it is you want to put on test:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

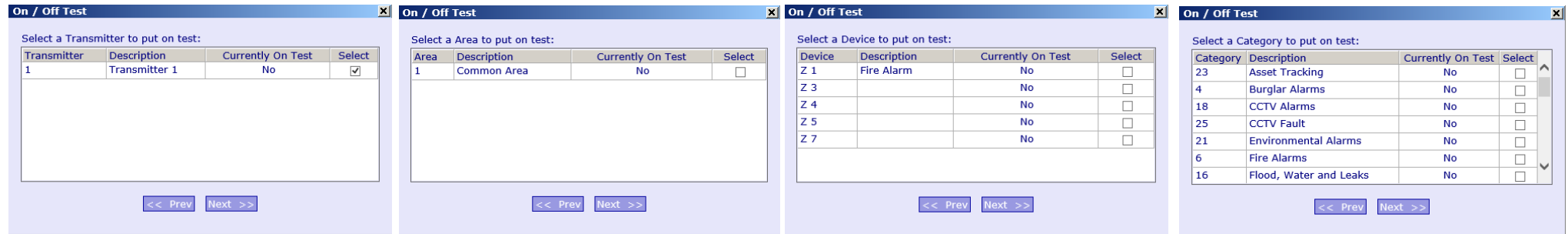
Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

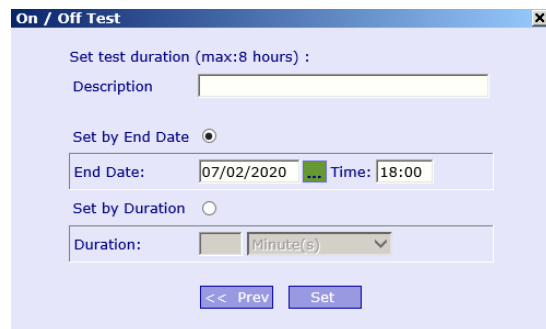
Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com



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**.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

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 it on **Test** you would click in the same place as do to put the site on **Test**, this will bring up the following popup:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

On / Off Test ✕

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**.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

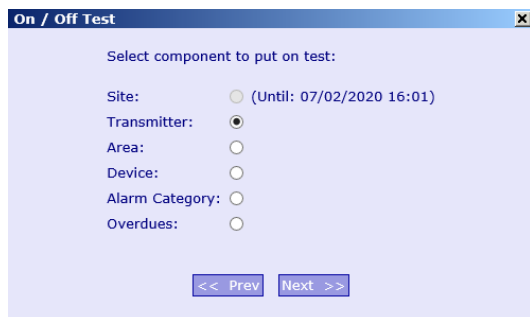
4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Updating Site Details – In Depth Guide.**



On / Off Test

Select component to put on test:

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

Transmitter:

Area:

Device:

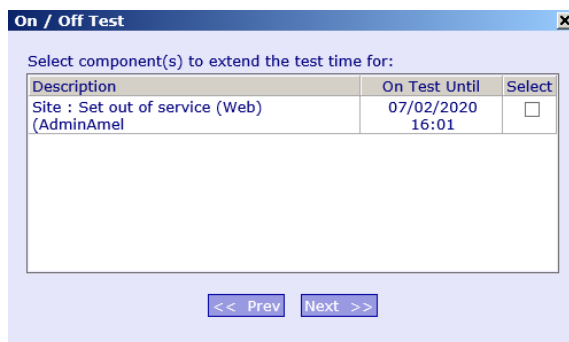
Alarm Category:

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**.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

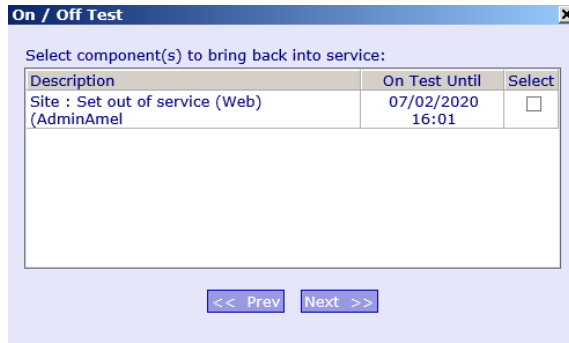
4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

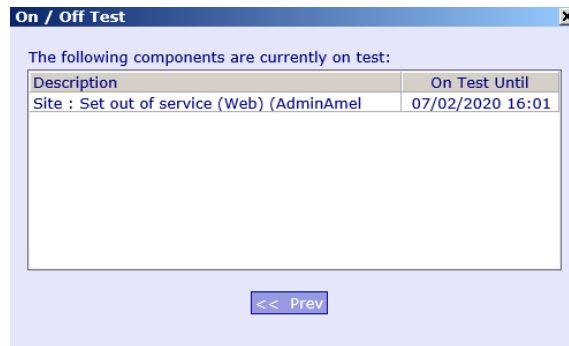
Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Updating Site Details – In Depth Guide.**



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.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 3 – Customer Contacts & Site Contacts

There are 2 main tabs you will be interested in for this one;

Customer Contacts – This refers to the **Contact Details** for the **Key Holders**.

Site Contacts – This refers to the contact numbers for the **Site** itself, so a site phone. We will start with this tab:



Description	Phone Number	Area	Edit	Delete
DIG TEM	0138 411 1111			

Description: DIG TEM Phone Number: 0138 411 1111

As you can see we have a **Site Number** set up of 0138 411 1111.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

In order to change this we click on the **Edit** button:



And then amend the information below making sure to click **Update** once completed:

General | Availability

Description Phone Number

Add Contact Update Cancel

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Updating Site Details – In Depth Guide.**

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

Site Status	Description	Phone Number	Areas	Edit	Delete
Unknown	Site	0138 411 1111			

Line Status: Line OK

Alarm Status: Unknown

Test Status: Not On-Test

Commissioned: Not Commissioned

Installer: Cougar Monitoring

Branch: Cougar Monitoring

Link Account: Not Set

Customer Group: Not Set

Key Service: Not provided

Audible Alarm: None

Template Site: No

General | Availability

Description: Site Phone Number: 0138 411 1111

If we have a **Site Number** that can only be contacted between set times we can change the **Availability**:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide – Updating Site Details – In Depth Guide.

General | Availability

Description Site Phone Number 0138 411 1111

Add Contact Update Cancel

General | Availability

Availability Status Permanent Every Day: Between entered dates:

Dates: From To

Times: From To

Update Cancel

As you can see at the moment this **Site Number** is set to always be **Available**. However if we want to set this to be **Unavailable** for a set period of time we would select **Temporary Unavailable** from the drop-down list under **Permanent**. You can then choose if this will be a daily availability or one for set dates.

We have selected **Between Entered Dates**.

Input the times you do **NOT** want the phone number to be **Available** for. We have used 08:00 – 17:00.

(If you want this to be **Unavailable** for the whole day input 00:00 – 23:59).

To select the dates click on the Green box with the three  and this will bring up a pop up with a calendar:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

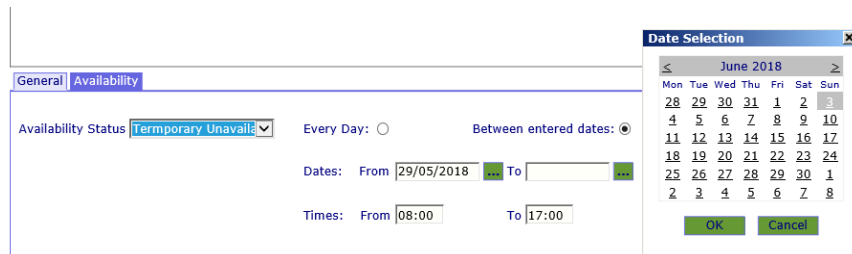
4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

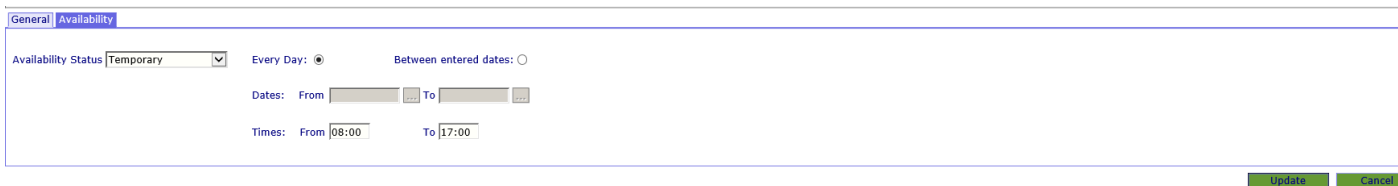
Portal Training Guide – Updating Site Details – In Depth Guide.



Select your first date and click **OK**, then do the same to select the end date. Remember to click **Update** on the bottom right to get this updated.

If we want to set this so the **Site Number** is only **Available** during the sites opening hours we can do as well.

Here we select **Temporary** from the drop-down menu and select **Every Day**. We do not need to enter dates for this one just the times. We have set our **Site Number** to only be **Available** during 08:00 – 17:00 daily:



If we now navigate to the **Customer Contacts** you will see this is set up slightly differently:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

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

Groups (+ add group)				Contacts						
Group	Area	Edit	Del	Name	Numbers	Permissions	Priority	Group	Edit	Del
All Contacts >							01	1		
1 - Main Key Holder Group	All Areas			KH 1	T:0138 422 2222 T:0138 433 3333 M:01384 444 444		01	1		
				KH2			02	1		

General Availability Notes

Contact Name		Email		Key Holder	<input type="checkbox"/>
Work Phone	Priority 2	Password		Cancel Alarms	<input type="checkbox"/>
Home Phone	Priority 1	Duress Code		Edit Keyholders	<input type="checkbox"/>
Mobile Phone	Priority 3	Panel User number		Edit Schedules	<input type="checkbox"/>
Pager Number	Priority 4	Global Contact	<input type="checkbox"/>	Edit Site Data	<input type="checkbox"/>
Pager Window					

Add Contact Global contacts Update Cancel

As you can see I have already set up two **Key Holders**. This shows that **KH 1** has three numbers assigned to them whereas **KH2** currently has none.

Firstly we will set up a third **Key Holder**.

If you need to delete any information you do this by clicking the **Red Cross** in the **Del** column:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

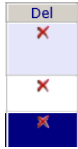
4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.



(On this page we do not use the **Global Contacts** button at the bottom).

Click the **Add Contact** button at the bottom:



This will allow us to input the required information:

General	Availability	Notes
Contact Name	<input type="text"/>	
Work Phone	<input type="text"/>	Priority <input type="text" value="2"/>
Home Phone	<input type="text"/>	Priority <input type="text" value="1"/>
Mobile Phone	<input type="text"/>	Priority <input type="text" value="3"/>
Pager Number	<input type="text"/>	Priority <input type="text" value="4"/>
Pager Window	<input type="text"/>	
Email	<input type="text"/>	
Password	<input type="text"/>	
Duress Code	<input type="text"/>	
Panel User number	<input type="text"/>	
Global Contact	<input type="checkbox"/>	
Key Holder	<input type="checkbox"/>	
Cancel Alarms	<input type="checkbox"/>	
Edit Keyholders	<input type="checkbox"/>	
Edit Schedules	<input type="checkbox"/>	
Edit Site Data	<input type="checkbox"/>	

[Add Contact](#) [Global Contacts](#) [Save](#) [Cancel](#)

We need to enter at the very least the **Contact Name** and one **Contact Number**. However the more information we are provided the better it is for the **ARC Team**, as we will have more opportunities to contact the **Key Holders**.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

For this I have input:

Customer Name – This is the name of the **Key Holder** we are contacting. Please provide a first name and surname where possible rather than just an initial.

Home Number – This is the **Home Number** for this particular **Key Holder**. This is usually a **Landline**.

Mobile Number – This is the **Mobile Number** for this particular **Key Holder**.

Email – This is the **Email Address** for this particular **Key Holder**.

Password – This is an **All OK Password** for this particular **Key Holder** that they should quote to us should they be on **Site**, or if they call in to ourselves.

Duress – This is a **Duress** password for this particular **Key Holder**. This should only ever be quoted to ourselves when they **Key Holder** is in a situation where they require further assistance.

Most Key Holders will not have a **Duress** password but it is always worth asking them to set up an **All Ok Password** to increase the **Security** of the account.

You will also see I have ticked all of the boxes on the right:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide – Updating Site Details – In Depth Guide.

General | Availability | Notes

Contact Name	John Smith	Email	John.Smith@JohnSmith.com	Key Holder	<input checked="" type="checkbox"/>
Work Phone		Password	John	Cancel Alarms	<input checked="" type="checkbox"/>
Home Phone	01384 555 555	Duress Code	Smith	Edit Keyholders	<input checked="" type="checkbox"/>
Mobile Phone	01384 666 666	Panel User number		Edit Schedules	<input checked="" type="checkbox"/>
Pager Number		Global Contact	<input type="checkbox"/>	Edit Site Data	<input checked="" type="checkbox"/>
Pager Window					

Key Holder – Ticking this confirms that this contact is a **Key Holder**.

Cancel Alarms – Ticking this confirms that this contact is authorised to cancel alarms.

Edit Key Holders – Ticking this confirms that this contact is authorised to edit the **Key Holder** list.

Edit Schedules – Ticking this confirms that this contact is authorised to **Edit** the site schedule.

Edit Site Data - Ticking this confirms that this contact is authorised to **Edit** the site data, address etc.

Make sure to click **Save** and you will see that your new **Key Holder** is showing in the list:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Groups (+ add group)				Contacts						
Group	Area	Edit	Del	Name	Numbers	Permissions	Priority	Group	Edit	Del
<All Contacts>							01	1		
1 - Main Key Holder Group	All areas			KH 1	T:0138 422 2222 T:0138 433 3333 M:01384 444 444		02	1		
				KH2			03	1		
				John Smith	T:0138 455 5555 M:01384 666 666					

General	Availability	Notes
Contact Name: John Smith Work Phone: <input type="text"/> Home Phone: 0138 455 5555 Mobile Phone: 01384 666 666 Pager Number: <input type="text"/> Pager Window: <input type="text"/>	Priority: 2 Priority: 1 Priority: 3 Priority: 4	Email: John.Smith@JohnSmith.com Password: JOHN Duress Code: Smith Panel User number: <input type="text"/> Global Contact: <input type="checkbox"/>

Add Contact Global Contacts
Update Cancel

The new **Key Holder** will always appear bottom of the list. In order to change this you click once on the **Key Holder**, this will highlight it, then click on the arrow in the **Priority** column, either up or down depending on where you need to move them to:

Priority
01
02
03

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

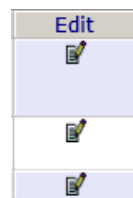
Portal Training Guide –
Updating Site Details – In Depth Guide.

As you can see we have now moved **John Smith** to the second **Key Holder** place.

Contacts

Name	Numbers	Permissions	Priority	Group	Edit	Del
KH 1	T:0138 422 2222 T:0138 433 3333 M:01384 444 444		01	1		
John Smith	T:0138 455 5555 M:01384 666 666		02	1		
KH2			03	1		

If we want to **Edit** one of the **Key Holders** we click on the **Edit** button to the right of that **Key Holder**:



This will bring up the information we have for that **Key Holder** underneath where we've just set the new **Key Holder** up.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

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

Set Status	Groups (+ add group)	Area	Edit	Del	Contacts	Numbers	Permissions	Priority	Group	Edit	Del
Unknown	<All Contacts>				KH 1	T:0138 422 2222 T:0138 433 3333 M:01384 444 444		01	1		
Line OK	1 - Main Key Holder Group	All areas			John Smith	T:0138 455 5555 M:01384 666 666		02	1		
Alarm Status					KH2			03	1		
Unknown											
Test Status											
Not On-Test											
Commissioned											
Not Commissioned											
Installer											
Cougar Monitoring											
Branch											
Cougar Monitoring											
Link Account											
Not Set											
Customer Group											
Not Set											
Key Service											
Not provided											
Audible Alarm											
None											
Template Site											
No											

General | Availability | Notes

Contact Name	KH 1		Email	kh1@cougarmonitoring.com		Key Holder	<input checked="" type="checkbox"/>
Work Phone	0138 433 3333	Priority	2	Password	PASSWORD1	Cancel Alarms	<input checked="" type="checkbox"/>
Home Phone	0138 422 2222	Priority	1	Duress Code		Edit Keyholders	<input checked="" type="checkbox"/>
Mobile Phone	01384 444 444	Priority	3	Panel User number		Edit Schedules	<input checked="" type="checkbox"/>
Pager Number		Priority	4	Global Contact	<input type="checkbox"/>	Edit Site Data	<input checked="" type="checkbox"/>
Pager Window							

Here we can **Update** the details for **KH 1**. We are going to set the **Availability** for this **Key Holder**.

This will bring up a different box to the **Site Availability**:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

General | **Availability** | Notes

Allow operator contact if all available contacts have been attempted

This person is normally Available

EXCEPT between these dates and times:

From Date	From Time	To Date	To Time	Delete

Add

At all other times this person:
can be contacted at all times

Day	From	To	Delete

Add

Update Cancel

Here we can have much greater control over when each **Key Holder** is contacted. We can set them to be **Unavailable** for Holidays, or in the case of **Engineers** we can set their **Availability** for the next few months.

You will also notice there is a tick box “**Allow operator contact if all available contacts have been attempted**”. This should only be ticked in cases where the **Key Holder** is not available but is happy for the **ARC Team** to contact them should they be unable to get through to any of the **Available Key Holders**.

If we want to set this **Key Holder** as being **Unavailable** for a short period of time we leave them as normally **Available**:

Allow operator contact if all available contacts have been attempted

This person is normally Available

In order to add in the dates we click on the green **Add** button below the table and it will show the following:

Last updated 15.03.2021
Author: Amelia Dunn

<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>Regional Offices in the Kings Secure Technologies Group of Companies</p> <hr/> <table border="0"> <tr> <td style="padding-right: 20px;"> <p>4 St Dunstons Technology Park Bradford BD4 7HH T: 0330 678 0635</p> </td> <td style="padding-right: 20px;"> <p>Unit 6 Pickering House Netherton Road Netherton Industrial Estate Wishaw ML2 0EQ T: 01698 355 111</p> </td> <td> <p>Argento House 12 Progress Park Ribocon Way Luton LU4 9UR T: 01582 412 000</p> </td> </tr> </table>	<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>
<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>		
<p>info@cougarmonitoring.com www.cougarmonitoring.com</p>				

**Portal Training Guide –
Updating Site Details – In Depth Guide.**

Allow operator contact if all available contacts have been attempted

This person is normally Available

EXCEPT between these dates and times:

From Date	From Time	To Date	To Time	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	✘

You need to include the / on the Dates and the : for the times as below:

Allow operator contact if all available contacts have been attempted

This person is normally Available

EXCEPT between these dates and times:

From Date	From Time	To Date	To Time	Delete
21/05/2018	08:00	31/05/2018	17:00	✘

At all other times this person:

can be contacted at all times

Day	From	To	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="v"/>

You can continue to add as many rows as needed. Simply click on the green **Add** button to add another row. Once done click **Update**. If any of the Key Holders are set to **Unavailable** on the date you are in the account it will show in the list like so:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies











4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Name	Numbers	Permissions	Priority	Group	Edit	Del
 Jane Doe	T:0138 422 2222 T:0138 433 3333 M:01384 444 444		01 	1		
John Smith	T:0138 455 5555 M:01384 666 666		02  	1		

Here you can see **Jane Doe** is **Not Available** whereas **John Smith** is.

If you have a contact that is only **Available** between set times we do this on the box to the right:

At all other times this person:

Day	From	To	Delete

This is normally set to “**Can be contact at all times**”, however we have changed it to “**Can only be contacted between**”. In the box below we set the **Availability**. This is done by each day of the week. So if they can only be contacted between Monday – Friday 09:00 – 17:00 it will look like the below:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

At all other times this person:

can only be contacted between ▾

Mon ▾	09:00	17:00	×
Tue ▾	09:00	17:00	×
Wed ▾	09:00	17:00	×
Thur ▾	09:00	17:00	×
Fri ▾	09:00	17:00	×
Add			

Update **Cancel**

You will see we have not selected Saturday and Sunday as this person is **Not Available** on those days so we don't need to enter any information for this. Again make sure to click **Update**.

Now we are going to set up one of the **Key Holders** as an 'Out Of Hours' contact only. So we click on **Edit** as above and navigate to **Availability**. We will leave them as normally **Available** but on the right we will set them to "**Cannot be contacted between**".

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

At all other times this person:

cannot be contacted between

Mon <input type="text" value=""/>	<input type="text" value="09:00"/>	<input type="text" value="17:00"/>	<input type="text" value="X"/>
Tue <input type="text" value=""/>	<input type="text" value="09:00"/>	<input type="text" value="17:00"/>	<input type="text" value="X"/>
Wed <input type="text" value=""/>	<input type="text" value="09:00"/>	<input type="text" value="17:00"/>	<input type="text" value="X"/>
Thur <input type="text" value=""/>	<input type="text" value="09:00"/>	<input type="text" value="17:00"/>	<input type="text" value="X"/>
Fri <input type="text" value=""/>	<input type="text" value="09:00"/>	<input type="text" value="17:00"/>	<input type="text" value="X"/>

If we want to set up **Engineer Numbers** who work on a rotation, we set them up as a **Key Holder** as above and set their **Availability** to **Unavailable**.

Allow operator contact if all available contacts have been attempted

This person is normally

EXCEPT between these dates and times:

We can then add exceptions in below the same as we did for the holiday above. The dates we are going to enter will be the times when this Engineer is **Available** to be on call. So as above we keep clicking the green **Add** button and inputting the information until we have the availability input for this **Engineer**. Remember to click **Update**.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Allow operator contact if all available contacts have been attempted

This person is normally Unavailable ▼

EXCEPT between these dates and times:

From Date	From Time	To Date	To Time	Delete
29/05/2018	00:00	29/05/2018	23:59	✗
31/05/2018	00:00	31/05/2018	23:59	✗
02/06/2018	00:00	02/06/2018	23:59	✗

Add

As you can see the **From Date** and **To Date** are the same, this is because this **Engineer** is only on call one day at a time. If they were on call for a week we would set them from 29/05/2018 – 04/06/2018. The times will be from 00:00 to 23:59 as the **Engineer** is on call from midnight to midnight.

You can set whatever times and dates you require using this method.

Each individual **Engineer/ Key Holder** should be set up separately if they have their own **Contact Numbers**.

If you have one **Contact Number** that multiple **Engineers / Key Holders** use you can add this information in the **Notes** tab:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

General Availability Notes

Allow operator contact if all available contacts have been attempted

This person is normally Unavailable ▼

EXCEPT between these dates and times:

General Availability Notes

On call:
29/05/2018 - Engineer 1
30/05/2018 - Engineer 2
31/05/2018 - Engineer 3
01/06/2018 - 05/06/2018 - Engineer 1
06/05/2018 - 12/06/2018 - Engineer 2

On the **Notes** tab you can add in any relevant information for that particular **Key Holder**. Remember though if they are **Unavailable** on set dates use the **Availability** tab to set this. This will prevent them from being contacted by the **ARC Team**.

You may get the below view when you go into your **Customer Contacts** tab:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide – Updating Site Details – In Depth Guide.

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

Groups (+ add group)

Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Contacts

Name	Numbers	Permissions	Priority	Group	Edit	Del
Key Holder 1	M:0111111111		01	1		

General | Availability | Notes

Contact Name: Key Holder 1 | Email: | Key Holder

Home Phone: | Priority: 1 | Password: TEST | Cancel Alarms

Work Phone: | Priority: 2 | Duress Code: | Edit Keyholders

Mobile Phone: 0111111111 | Priority: 3 | Panel User Number: | Edit Schedules

Pager Number: | Priority: 4 | Global Contact: | Edit Site Data

Pager Window: |

[Add Contact](#) [Global Contacts](#) [Update](#) [Cancel](#)

As you can see there are currently 4 **Groups** set up:

- 1. Owner Mobiles** – This group is purely for the Owners Mobile numbers to be input.
- 2. Main Keyholder Group** – This group is where you keep the keyholders who are not the Site Owners.
- 3. Automation SMS** – This group will contain the Owner Mobiles and any relevant Key Holders who are to be contacted via SMS.

4. Automation Email – This group contains any email addresses for the Site / Installer that are set up to receive automated emails regarding signals.

(Please be aware that the groups you see may differ slightly depending on your Protocols. Please contact ARC@CougarMonitoring.com for further information.)

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Above these groups you will see **<All Contacts>** this will show you all the contacts that are currently set up for an account, including any that are not currently assigned to a **Group**. This is where you are able to assign your **Keyholders** into the relevant **Groups**:

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

Set Status	Groups (+ add group)	Contacts																																										
Open 12/03/2020 16:29	<table border="1"> <thead> <tr> <th>Group</th> <th>Area</th> <th>Edit</th> <th>Del</th> </tr> </thead> <tbody> <tr> <td><All Contacts></td> <td></td> <td></td> <td></td> </tr> <tr> <td>1 - Owner Mobiles</td> <td>All areas</td> <td></td> <td></td> </tr> <tr> <td>2 - Main Keyholder Group</td> <td>All areas</td> <td></td> <td></td> </tr> <tr> <td>3 - Automation SMS</td> <td>All areas</td> <td></td> <td></td> </tr> <tr> <td>4 - Automation Email</td> <td>All areas</td> <td></td> <td></td> </tr> </tbody> </table>	Group	Area	Edit	Del	<All Contacts>				1 - Owner Mobiles	All areas			2 - Main Keyholder Group	All areas			3 - Automation SMS	All areas			4 - Automation Email	All areas			<table border="1"> <thead> <tr> <th>Name</th> <th>Numbers</th> <th>Permissions</th> <th>Group</th> <th>Edit</th> <th>Del</th> </tr> </thead> <tbody> <tr> <td>Keyholder 1</td> <td>T:0222 222 2222</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Owner Mobiles</td> <td>M:0111111111</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Name	Numbers	Permissions	Group	Edit	Del	Keyholder 1	T:0222 222 2222					Owner Mobiles	M:0111111111				
Group	Area	Edit	Del																																									
<All Contacts>																																												
1 - Owner Mobiles	All areas																																											
2 - Main Keyholder Group	All areas																																											
3 - Automation SMS	All areas																																											
4 - Automation Email	All areas																																											
Name	Numbers	Permissions	Group	Edit	Del																																							
Keyholder 1	T:0222 222 2222																																											
Owner Mobiles	M:0111111111																																											
<p>Line Status Unknown</p> <p>Alarm Status In Alarm 28/02/2020 12:26</p> <p>Service Status In Service</p> <p>Commissioned Decommissioned 23/08/2020</p> <p>Installer Cougar Monitoring Tech Department</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 None</p> <p>Template Site No</p>																																												
	<p>General Availability Notes</p> <p>Contact Name: [Redacted]</p> <p>Home Phone: [Redacted] Priority: 1</p> <p>Work Phone: [Redacted] Priority: 2</p> <p>Mobile Phone: [Redacted] Priority: 3</p> <p>Pager Number: [Redacted] Priority: 4</p> <p>Pager Window: [Redacted]</p> <p> <input type="button" value="Add Contact"/> <input type="button" value="Global Contacts"/> </p>	<p>Email: [Redacted]</p> <p>Password: [Redacted]</p> <p>Duress Code: [Redacted]</p> <p>Panel User number: [Redacted]</p> <p>Global Contact: <input type="checkbox"/></p> <p> <input type="checkbox"/> Key Holder <input type="checkbox"/> Cancel Alarms <input type="checkbox"/> Edit Keyholders <input type="checkbox"/> Edit Schedules <input type="checkbox"/> Edit Site Data </p> <p> <input type="button" value="Update"/> <input type="button" value="Cancel"/> </p>																																										

This is how the groups are currently set up:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ	Regional Offices in the Kings Secure Technologies Group of Companies		
Kings Technology Centre Unit 1-2 Sapcote Trading Centre Powke Lane, Cradley Heath B64 5QR T: 0333 222 9099	4 St Dunstons Technology Park Bradford BD4 7HH T: 0330 678 0635	Unit 6 Pickering House Netherton Road Netherton Industrial Estate Wishaw ML2 0EQ T: 01698 355 111	Argento House 12 Progress Park Ribocon Way Luton LU4 9UR T: 01582 412 000
info@cougarmonitoring.com www.cougarmonitoring.com			

Portal Training Guide –
Updating Site Details – In Depth Guide.

Groups (+ add group)

Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Contacts

Name	Numbers
Owner Mobiles	M:0111111111

Groups (+ add group)

Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Contacts

Name	Numbers
------	---------

Groups (+ add group)

Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Contacts

Name	Numbers
------	---------

Groups (+ add group)

Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Contacts

Name	Numbers
------	---------

So at current the only group to have any active contacts in is the **Owner Mobiles** group, but we have a **Keyholder** set up unassigned.

Please Note – You can leave Contacts in an unassigned state if they need to be on the account but not actionable – we will explain this further down.

To add in a new contact for multiple groups you need to add them into any one of the groups to begin with. For this we will be adding them into the **<All Contacts>** section.

Once you click on **Add Contact** the boxes will become editable:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Groups (+ add group)				Contacts					
Group	Area	Edit	Del	Name	Numbers	Permissions	Group	Edit	Del
<All contacts>				Keyholder 1	T:0222 222 2222				
1 - Owner Mobiles	All areas			Owner Mobiles	M:0111111111				
2 - Main Keyholder Group	All areas		X						
3 - Automation SMS	All areas		X						
4 - Automation Email	All areas		X						

General		Availability	Notes
Contact Name	<input type="text"/>		
Home Phone	<input type="text"/>	Priority 1	
Work Phone	<input type="text"/>	Priority 2	
Mobile Phone	<input type="text"/>	Priority 3	
Pager Number	<input type="text"/>	Priority 4	
Pager Window	<input type="text"/>		
Email	<input type="text"/>		
Password	<input type="text"/>		
Duress Code	<input type="text"/>		
Panel User number	<input type="text"/>		
Global Contact	<input type="checkbox"/>		
Key Holder	<input type="checkbox"/>		
Cancel Alarms	<input type="checkbox"/>		
Edit Keyholders	<input type="checkbox"/>		
Edit Schedules	<input type="checkbox"/>		
Edit Site Data	<input type="checkbox"/>		

Here you **Add** your contact like normal:

General		Availability	Notes
Contact Name	<input type="text" value="Keyholder 2"/>		
Home Phone	<input type="text" value="0333333333"/>	Priority 1	
Work Phone	<input type="text"/>	Priority 2	
Mobile Phone	<input type="text"/>	Priority 3	
Pager Number	<input type="text"/>	Priority 4	
Pager Window	<input type="text"/>		
Email	<input type="text"/>		
Password	<input type="text"/>		
Duress Code	<input type="text"/>		
Panel User number	<input type="text"/>		
Global Contact	<input type="checkbox"/>		
Key Holder	<input checked="" type="checkbox"/>		
Cancel Alarms	<input checked="" type="checkbox"/>		
Edit Keyholders	<input checked="" type="checkbox"/>		
Edit Schedules	<input checked="" type="checkbox"/>		
Edit Site Data	<input checked="" type="checkbox"/>		

Once you click **Save** you will notice they have been added to the **<All Contacts>** group:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Groups (+ add group)

Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Contacts

Name	Numbers	Permissions	Group	Edit	Del
Keyholder 1	T:0222 222 2222				
Keyholder 2	T:033 333 3333				
Owner Mobiles	M:0111111111				

To assign them to the correct groups you need to click on the **'Group'** icon to the right of **Permissions**:

Contacts

Name	Numbers	Permissions	Group	Edit	Del
Keyholder 1	T:0222 222 2222				
Keyholder 2	T:033 333 3333				
Owner Mobiles	M:0111111111				

This will bring up a pop up showing where that particular contact is assigned:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Group Selection

Groups for: Owner Mobiles

Group	Area	Member
1 - Owner Mobiles	All Areas	<input checked="" type="checkbox"/>
2 - Main Keyholder Group	All Areas	<input type="checkbox"/>
3 - Automation SMS	All Areas	<input type="checkbox"/>
4 - Automation Email	All Areas	<input type="checkbox"/>

Cancel Update

At current the **Owner Mobiles** contact is assigned to the **Owner Mobiles Group** only, as we also want it in the **Automation SMS** we just need to tick the box for this:

Group Selection

Groups for: Owner Mobiles

Group	Area	Member
1 - Owner Mobiles	All Areas	<input checked="" type="checkbox"/>
2 - Main Keyholder Group	All Areas	<input type="checkbox"/>
3 - Automation SMS	All Areas	<input checked="" type="checkbox"/>
4 - Automation Email	All Areas	<input type="checkbox"/>

Cancel Update

Then click **Update**. If we now check the **Automation SMS** group you will see **Owner Mobiles** has been added:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Groups (+ add group)

Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Contacts

Name	Numbers	Permissions	Priority	Group	Edit	Del
Owner Mobiles	M:0111111111		01	3		

Go back to **<All Contacts>** to assign the next contact, we are going to put **Keyholder 1** into the relevant groups:

Group Selection x

Groups for: **Keyholder 1**

Group	Area	Member
1 - Owner Mobiles	All Areas	<input type="checkbox"/>
2 - Main Keyholder Group	All Areas	<input type="checkbox"/>
3 - Automation SMS	All Areas	<input checked="" type="checkbox"/>
4 - Automation Email	All Areas	<input type="checkbox"/>

Then the same for **Keyholder 2**:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide – Updating Site Details – In Depth Guide.

Groups (+ add group)

Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Contacts

Name	Numbers	Permissions	Priority	Group	Edit	Del
Keyholder 1	T:0222 222 2222		01	2		
Keyholder 2	T:033 333 3333		02	2		

Groups (+ add group)

Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Contacts

Name	Numbers	Permissions	Priority	Group	Edit	Del
Owner Mobiles	M:0111111111		01	3		
Keyholder 1	T:0222 222 2222		02	3		
Keyholder 2	T:033 333 3333		03	3		

The contacts are added to the group in the order that you assign them. If you need to change the order you just use the **Priority** arrows like normal until they are in the correct places:

Priority
01
02
03

Please Note – For Keysafe Code and Medical Information Keyholders, these should be listed under the Main Keyholder Groups, normally called Owner Mobile Group and Main Keyholder Group on Residential sites, this is to ensure this information is presented to the Operators. These keyholders do not need to be listed under any ‘Automation’ Groups.

Last updated 15.03.2021
 Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
 Unit 1-2 Sapcote Trading Centre
 Powke Lane, Cradley Heath
 B64 5QR
 T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
 Bradford | BD4 7HH
 T: 0330 678 0635

Unit 6 Pickering House
 Netherton Road
 Netherton Industrial Estate
 Wishaw | ML2 0EQ
 T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

If we no longer need **Keyholder 2** on the account we can delete them from one of the groups using the **Red Cross**:

Groups (+ add group)

Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Contacts

Name	Numbers	Permissions	Priority	Group	Edit	Del
Keyholder 1	T:0222 222 2222		01	2		
Keyholder 2	T:033 333 3333		02	2		

You will be presented with the following:

Do you want to remove the contact from this site?

If you click **Continue** then that contact will be removed completely from the account:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Groups (+ add group)

Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Contacts

Name	Numbers	Permissions	Group	Edit	Del
Keyholder 1	T:0222 222 2222				
Owner Mobiles	M:0111111111				

However if you just need to remove them from one group you do this via **<All Contacts>** and the **Group** button, simply untick the groups you no longer need them in.

When adding in **Email Addresses** for **Automation** or **Reporting** purposes please add them in in the below format as the system will not create a contact if all of the **'Phone Number'** fields are blank:

General		Availability	Notes
Contact Name	Automation Email	Email	Automation@automation.com
Home Phone	Automation Email Priority 1	Password	<input type="text"/>
Work Phone	<input type="text"/> Priority 2	Duress Code	<input type="text"/>
Mobile Phone	<input type="text"/> Priority 3	Panel User number	<input type="text"/>
Pager Number	<input type="text"/> Priority 4	Global Contact	<input type="checkbox"/>
Pager Window	<input type="text"/>	<input checked="" type="checkbox"/> Key Holder <input checked="" type="checkbox"/> Cancel Alarms <input checked="" type="checkbox"/> Edit Keyholders <input checked="" type="checkbox"/> Edit Schedules <input checked="" type="checkbox"/> Edit Site Data	

Add Contact Global Contacts Save Cancel

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

You may find that there are already contacts set up in the **Automation Email** group, please do not delete these contacts, if you are unsure of any contacts that you have not added to an account please contact us to confirm if it is something that has been setup by ourselves for a specific reason.

Please remember, when you add in a new contact to also assign them to the **Automation SMS** group if they are to get **Automated Text** messages alerting them of signals.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

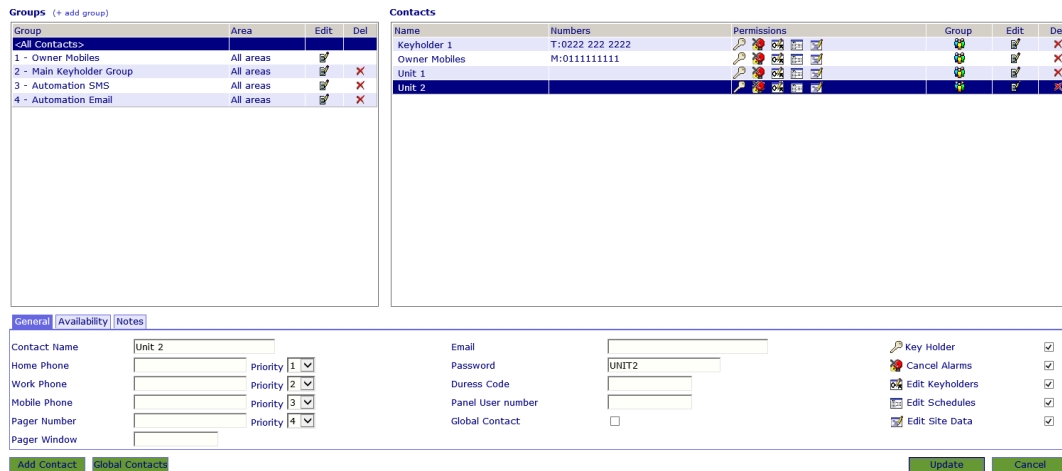
Argento House
12 Progress Park
Ribocon Way
Luton | LU4 9UR
T: 01582 412 000

info@cougarmonitoring.com | www.cougarmonitoring.com

Unassigned Contacts

There are times where you want a contact on the account but they are not be contacted. For example if you want a specific password to put the Fire Alarm on test, or if your site contains multiple units and each one has their own password to gain entry. Sometimes you will have a specific contact who needs to be able to access multiple accounts with their own password. This can be done by setting them up in the **Customer Contacts** section but not assigning them to any **Groups**.

Here we have added in 2 ‘Units’ with Passwords, but we have not assigned them to any groups.



Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Name	Numbers	Permissions	Group	Edit	Del
Keyholder 1	T:0222 222 2222				
Owner Mobiles	M:0111111111				
Unit 1					
Unit 2					

General | Availability | Notes

Contact Name: Unit 2

Home Phone: _____ Priority: 1

Work Phone: _____ Priority: 2

Mobile Phone: _____ Priority: 3

Pager Number: _____ Priority: 4

Pager Window: _____

Email: _____

Password: UNIT2

Duress Code: _____

Panel User number: _____

Global Contact:

Key Holder:

Cancel Alarms:

Edit Keyholders:

Edit Schedules:

Edit Site Data:

[Add Contact](#) [Global Contacts](#) [Update](#) [Cancel](#)

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Group Selection x

Groups for: Unit 1

Group	Area	Member
1 - Owner Mobiles	All Areas	<input type="checkbox"/>
2 - Main Keyholder Group	All Areas	<input type="checkbox"/>
3 - Automation SMS	All Areas	<input type="checkbox"/>
4 - Automation Email	All Areas	<input type="checkbox"/>

Cancel
Update

Please Note – the system will prompt you to input a phone number each time you create a contact, for contacts that are purely for password purposes then input ‘not a keyholder’ into the Home Phone Field and Save :

General | Availability | Notes

Contact Name:

Home Phone: Priority:

Work Phone: Priority:

Mobile Phone: Priority:

Pager Number: Priority:

Pager Window:

Message from webpage

A key holder must have at least one contact number. Please ensure a number is entered and try again.

OK

UNIT3

Key Holder

Cancel Alarms

Edit Keyholders

Edit Schedules

Edit Site Data

Add Contact
Global Contacts
Update
Cancel

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Updating Site Details – In Depth Guide.**

General | Availability | Notes

Contact Name: Unit 3

Home Phone: Not a keyholder x Priority 1

Work Phone: Priority 2

Mobile Phone: Priority 3

Pager Number: Priority 4

Pager Window:

Email:

Password: UNIT3

Duress Code:

Panel User number:

Global Contact:

Key Holder
 Cancel Alarms
 Edit Keyholders
 Edit Schedules
 Edit Site Data

Add Contact | Global Contacts | Save | Cancel

As you can see the contact has been added and there are no numbers listed:

Groups (+ add group)

Group	Area	Edit	Del
<All Contacts>			
1 - Owner Mobiles	All areas		
2 - Main Keyholder Group	All areas		
3 - Automation SMS	All areas		
4 - Automation Email	All areas		

Contacts

Name	Numbers	Permissions	Group	Edit	Del
Keyholder 1	T:0222 222 2222				
Owner Mobiles	M:0111111111				
Unit 1					
Unit 2					
Unit 3					

General | Availability | Notes

Contact Name: Unit 3

Home Phone: Priority 1

Work Phone: Priority 2

Mobile Phone: Priority 3

Pager Number: Priority 4

Pager Window:

Email:

Password: UNIT3

Duress Code:

Panel User number:

Global Contact:

Key Holder
 Cancel Alarms
 Edit Keyholders
 Edit Schedules
 Edit Site Data

Add Contact | Global Contacts | Update | Cancel

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 4 – Transmitter Tab

This is normally an advanced feature so we will only explain **Editing** and **Adding Transmitters** here, this will only show you how to amend **Intruder Alarm Transmitters**, for any **CCTV Transmitters** please contact Support@CougarMonitoring.com.

If you require any assistance with your **Transmitters** please contact Support@CougarMonitoring.com and if you need to place an order for a Signalling Device or Connection please contact Orders@CougarMonitoring.com.

To cancel and remove a Transmitter please contact Cancellations@CougarMonitoring.com.

Please Note – You will not be able to create a new site. This relates to using an existing account. It may however be possible for the ARC Administration to create you Blank Chips which you can then update as and when needed. To discuss the possibility of this please contact ARC@CougarMonitoring.com.

Firstly we need to navigate to the **Transmitters** tab:

[General](#) [Customer Contacts](#) [Site Contacts](#) [Special Instructions](#) [Transmitters](#) [Areas](#) [Agencies](#) [Devices](#) [Alarms](#) [Conversions](#) [User Defined](#) [History](#) [URNs](#)

From here you will be able to see all the **Transmitters** that are currently listed on the account.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Transmitters		Edit	Delete
ID	Name		
1	Digicom Prefix 1/2/3/4 - 099:01:000797	E	X

General	Command
Type	Digicom Prefix 1/2/3/4
Receiver ID	31 - MonitorMpr
Line Card No/Desc	1 - Digi Prefix 01
ID	797 Next ID
ID	099:01:000797 (ddd.ddd.ddd.ddd)
Path / Interface	Any
Monitoring Service	Audio Verification
User Name	
Network Address	
Network Address 2	
Model Short Code	<select>
Mirror Transmitter	
Password	

Polling Active	<input type="checkbox"/>	Alarm Status	
Panel Manufacturer	<select>	First Signal	
Panel Type	<select>	Last Signal	
Software Version			
Network Status			
Enabled Date			
Exp.Enable Date			
Connect Date			
Termination Date			
Test Start Date			
Test Interval			
All Signals Are Tests	<input type="checkbox"/>		

As you can see this account already has a **Digicom Transmitter** set up.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Updating Site Details – In Depth Guide.**

General		Command	
Type	Digicom Prefix 1/2/3/4	Polling Active	<input type="checkbox"/>
Receiver ID	31 - MonitorMpr	Panel Manufacturer	<select>
Line Card No/Desc	1 - Digi Prefix 01	Panel Type	<select>
ID	797 Next Id	Software Version	
ID	099:01:000797 (ddd.dd:dddddd)	Network Status	
Path / Interface	Any	Enabled Date	
Monitoring Service	Audio Verification	Exp.Enable Date	
User Name		Connect Date	
Network Address		Termination Date	
Network Address 2		Test Start Date	
Model Short Code		Test Interval	select
Mirror Transmitter	<select>	All Signals Are Tests	<input type="checkbox"/>
Password			

On this page you will mainly be looking at:

- Type**
- Receiver ID**
- Line Card No/ Desc**
- ID (This is the Signalling ID)**
- Path / Interface**
- Monitoring Service**

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

To **Edit** a **Transmitter** on the account and change it to a different type of **Transmitter** you need to select the **Transmitter** from the list, either by clicking on it directly or clicking on the **Edit** button to the right:

Transmitters

ID	Name	Edit	Delete
1	Digicom Prefix 1/2/3/4 - 099:01:000797		

The select the **Transmitter Type** from the drop-down box, this will wipe previous **Transmitters** information. Here we have selected a **Risco Cloud**:

General Command

Type: Risco Cloud

Receiver ID: <select>

Line Card No/Desc: <select>

ID: Next id

ID: (ddd:ddddddd)

Path / Interface: Any

Monitoring Service: <select>

User Name:

Network Address:

Network Address 2:

Model Short Code:

Mirror Transmitter: <select>

Password:

Polling Active:

Panel Manufacturer: <select>

Panel Type: <select>

Software Version:

Network Status:

Enabled Date: 08/01/2019

Exp.Enable Date:

Connect Date: 08/01/2019

Termination Date:

Test Start Date:

Test Interval: select

All Signals Are Tests:

Alarm Status

- Restored 16/09/2020 12:50
- First Signal 08/01/2019 15:45
- Last Signal 16/09/2020 12:50

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Please Note – You should only set up Transmitters that do not require us to order any hardware or signalling. If the Transmitter you are setting up is part of an order please email Orders@CougarMonitoring.com to have this set up correctly on our system.

Then select the relevant **Receiver ID** from the drop-down box:

Type	Risco Cloud
Receiver ID	129 - Risco Cloud
Line Card No/Desc	<select>
ID	<input type="text"/> <input type="button" value="Next Id"/>
ID	118:00000000 (ddd:ddddddd)
Path / Interface	Any
Monitoring Service	<select>
User Name	<input type="text"/>
Network Address	<input type="text"/>
Network Address 2	<input type="text"/>
Model Short Code	<input type="text"/>
Mirror Transmitter	<select>
Password	<input type="text"/>

You will see that the top **ID** field is now blank with the lower **ID** field showing 0's. If you know what **Signalling ID** you need, you enter it in the top **ID** field. If you just need the next available **Signalling ID** you click on the green **Next Id** button and the system will automatically fill these fields in for you:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

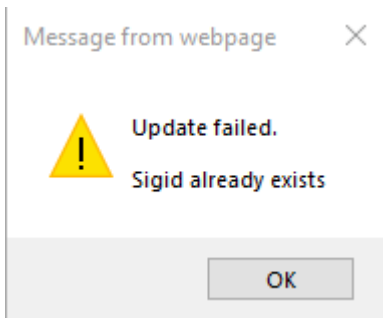
Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Type	Risco Cloud
Receiver ID	129 - Risco Cloud
Line Card No/Desc	<select>
ID	1707 Next Id
ID	118:00001707 (ddd:ddddddd)
Path / Interface	Any
Monitoring Service	<select>
User Name	
Network Address	
Network Address 2	
Model Short Code	
Mirror Transmitter	<select>
Password	



Please Note – The system will not allow duplicate ID's. if you try to use a Duplicated ID you will receive a pop up when you try to Save your information.

You can then select your **Monitoring Service** from the drop-down list:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Type	Risco Cloud
Receiver ID	129 - Risco Cloud
Line Card No/Desc	<select>
ID	1708 Next Id
ID	118:00001708 (ddd:ddddddd)
Path / Interface	Any
Monitoring Service	Alarm Monitoring
User Name	
Network Address	
Network Address 2	
Model Short Code	
Mirror Transmitter	<select>
Password	

The click **Update** to save your changes:

Update

If you need to **Add** a separate **Transmitter** you do this by clicking on the green **Add Transmitter** button:

Add Transmitter

You will be presented with a blank **Transmitter**:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Type	<select>
Receiver ID	<select>
Line Card No/Desc	<select>
Panel ID	<input type="text"/> Next Id
Signalling ID	<input type="text"/>
Path / Interface	<select>
Monitoring Service	<select>
Reference	<input type="text"/>
Network Address	<input type="text"/>
Network Address 2	<input type="text"/>
Panel Short Code	<input type="text"/>
Mirror Transmitter	<select>
Password	<input type="text"/>
<input type="button" value="Add Transmitter"/>	

Fill in the information as above then click on **Save**:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Updating Site Details – In Depth Guide.**

Type	Guarding <input type="text"/>	Polling Active	<input type="checkbox"/>
Receiver ID	40 - Guard Check Calls <input type="text"/>	Panel Manufacturer	<select> <input type="text"/>
Line Card No/Desc	<select> <input type="text"/>	Panel Type	<select> <input type="text"/>
Panel ID	140 <input type="text"/> Next Id	Software Version	<input type="text"/>
Signalling ID	090:0140 <input type="text"/> (ddd:dddd)	Network Status	<input type="text"/>
Path / Interface	Any <input type="text"/>	Enabled Date	<input type="text"/> ...
Monitoring Service	<select> <input type="text"/>	Exp.Enable Date	<input type="text"/> ...
Reference	<input type="text"/>	Connect Date	<input type="text"/> ...
Network Address	<input type="text"/>	Termination Date	<input type="text"/> ...
Network Address 2	<input type="text"/>	Test Start Date	<input type="text"/> ...
Panel Short Code	<input type="text"/>	Test Interval	<input type="text"/> select <input type="text"/>
Mirror Transmitter	<select> <input type="text"/>	All Signals Are Tests	<input type="checkbox"/>
Password	<input type="text"/>		

Your new **Transmitter** will now appear in the list above:

Transmitters

ID	Name	Edit	Delete
1	Digicom Prefix 1/2/3/4 - 099:01:000797		
2	Guarding - 090:0140		

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 5 - Areas and Schedules Tab

We will split this part of the guide into 4 Parts:

Part 1 – Areas

Part 2 – How to Add and Amend a Standard Site Schedule

Part 3 – A More In-Depth Guide to Schedules

Part 4 – Temporary Schedules

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

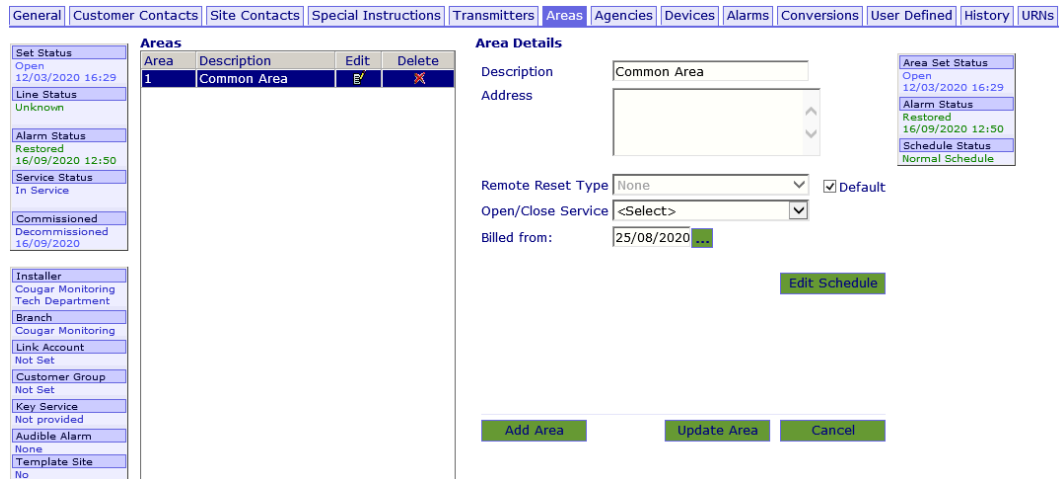
Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 1 – Areas

When you click on the **Areas Tab** you will have the below screen:



As you can see you have **1 Area** set up already. If you require additional **Areas** to be set up please contact Support@CougarMonitoring.com for assistance.

The **Description** is what this **Area** is called, this is not normally changed unless you have multiple **Areas** that cover different parts of a property, such as House, Garage etc.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

You don't need to add anything into the **Address** field.

The **Remote Reset Type** tells you what type of **Remote Reset** we currently have listed for this account, if this is incorrect please contact ARC@CougarMonitoring.com or Support@CougarMonitoring.com to get this amended.

The **Open/ Close Service** shows you how the account is set up to deal with **Open** and **Close** signals:

Record Open/ Close – This records the transmitted open and close signals and records any early or late opening and closing signals.

Monitor Open/ Close – this records the transmitted open and close signals including early or late opening and closing signals. It also generates overdues if it is not set or unset on time.

Daily Open/ Close – This records the transmitted open and closing including early or late opening and closing signals. It also generates overdues if the alarm is not set on time.

Forced Open/ Close – This is for systems that do not send open and close signals. You would apply a schedule to this and the schedule sets the open and close status of the area it is assigned to, it does not give any windows for open and closes and any open or close signals received will be classed as unexpected.

If you require the **Open/ Close Service** to be changed please contact ARC@CougarMonitoring.com or Support@CougarMonitoring.com

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 2 – 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.

[General](#) | [Customer Contacts](#) | [Site Contacts](#) | [Special Instructions](#) | [Transmitters](#) | [Areas](#) | [Agencies](#) | [Devices](#) | [Alarms](#) | [Conversions](#) | [User Defined](#) | [History](#) | [URNs](#)

This will bring up the below screen:

Area	Description	Edit	Delete
1	Common Area		

Area Details	Description: Common Area	Area Set Status: Unknown
Address:	<input type="text"/>	Alarm Status: <None>
Remote Reset Type: None	<input checked="" type="checkbox"/> Default	Restored: <None>
Open/Close Service: None		Schedule Status: Normal Schedule
Billed from:	<input type="text"/>	
	<input type="button" value="Edit Schedule"/>	
	<input type="button" value="Add Area"/> <input type="button" value="Update Area"/> <input type="button" value="Cancel"/>	

Click on the **Edit Schedule** button.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

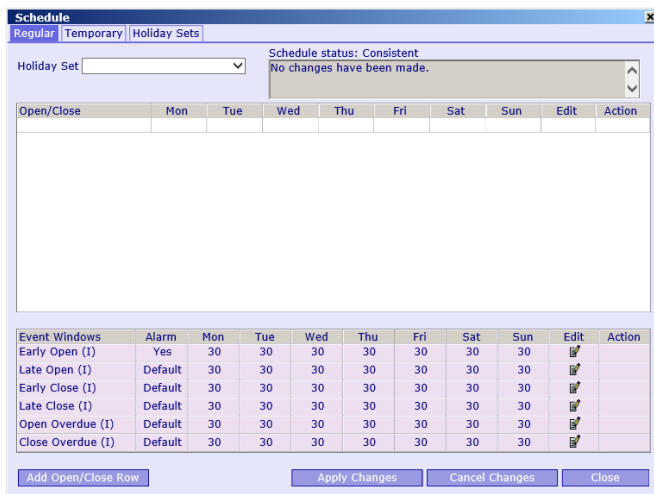
Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

You will now be presented with the below pop up:



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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

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.



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**.

Schedule									
Regular Temporary Holiday Sets									
Holiday Set <select>		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				

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

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="button" 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.

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).

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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


info@cougarmonitoring.com | www.cougarmonitoring.com

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.

Edit


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

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 3 – 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**:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

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:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

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**.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 4 – 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 ✕

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			✎	✖

Select **Temporary** on the top row:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

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:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

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.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

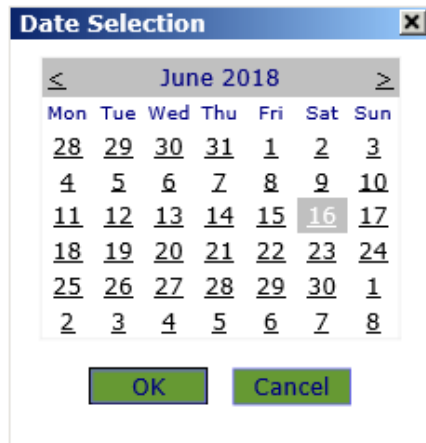
Regional Offices in the Kings Secure Technologies Group of Companies


4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com



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

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

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:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

Temporary Schedule

Regular | Temporary | Holiday Sets

Temporary Schedule List

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

ADD

Schedule status: Consistent
No changes have been made.

Description: July 2018

From: 01/07/2018 To: 31/07/2018

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

ADD

Apply Changes Cancel Changes

Close

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**.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 6 – Devices Tab

This tab shows you how we have the **Alarm Input (Zones/ Pins)** set up on the account.

Please Note – If you need this amending please contact Support@CougarMonitoring.com and they will assist you with this, you will not be able to edit this information via the Portal.

Once you click on the **Devices** tab you will get the below screen:

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

Transmitter	Device	Description	Activation Event
Digicom (1)	Alarm Input/Zone (1)	Fire Alarm	Fire Alarm (1)
Digicom (1)	Alarm Input/Zone (2)	AC Mains Fail	AC Mains Fail (139)
Digicom (1)	Alarm Input/Zone (3)	Open/ Close	Open (102)
Digicom (1)	Alarm Input/Zone (4)	Zone Bypass	Zone Bypass (271)
Digicom (1)	Alarm Input/Zone (5)	Intruder	Intruder (3)
Digicom (1)	Alarm Input/Zone (6)	Personal Attack	Personal Attack (2)
Digicom (1)	Alarm Input/Zone (7)	Confirmed Intruder	Confirmed Intruder (388)
Digicom (1)	Alarm Input/Zone (8)	Medical	Medical Alarm (125)
Guarding (2)	Alarm Input/Zone (1)	Check Call	Check Call Overdue (200)

Transmitter:

Device Type:

Device:

Description:

Is Hex:

The **Transmitter** column shows you which **Transmitter** that particular **Alarm Input** is assigned to, on this account we currently have 2 **Transmitters** set up:

Digicom (1) – You can see that we currently have 8 **Alarm Inputs** set up for this **Transmitter**:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

- Alarm Input / Zone (1) – Fire Alarm
- Alarm Input / Zone (2) – AC Mains Fail
- Alarm Input / Zone (3) – Open / Close
- Alarm Input / Zone (4) – Zone Bypass
- Alarm Input / Zone (5) – Intruder
- Alarm Input / Zone (6) – Personal Attack
- Alarm Input / Zone (7) – Confirmed Intruder
- Alarm Input / Zone (8) – Medical Alarm

Guarding (2) – You can see we have 1 **Alarm Input** set up for this **Transmitter**:

- Alarm Input / Zone (1) – Check Call Overdue

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 7 – Alarms Tab

This tab shows you what **Custom Alarms** we have set up on the account and how we have them set up to be actioned. The only information that you should edit on this tab is assigning **URNs** to policeable alarms. This is explained further down on page

At current we have 3 **Custom Alarms** set up on this account:

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

Event	Transmitter	Area	Device	Alarm Response	Action Plan
Personal Attack	Any	Any	Any	Default	S1K1K2/S1PK1K2
Intruder	Any	Any	Any	Default	A1S1R1
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

Event column – This tells you what type of Alarm it is.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Transmitter column – This tells you which Transmitter it is assigned against, this is normally set to Any unless you have multiple Transmitters set up on the account.

Area column – This tells you which Area the Alarm is assigned against, this is normally set to Any unless you have multiples Areas set up on the account for different Alarms/ Buildings.

Device column – This is normally set to Any.

Alarm Response column – This is normally set to Default. However there are different options depending on how the Alarm needs to be actioned:

No – This is not an Alarm and will not be actionable.

Yes – This is always actionable as an Alarm.

Only If Area Set – This is only actionable if the Area it is assigned to is Set.

Only If Area Unset – This is only actionable if the Area it is assigned to is Unset.

Only If Area Scheduled Set – This is only actionable if the Area it is assigned to is Scheduled to be Set.

Only If Area Scheduled Unset – This is only actionable if the Area it is assigned to is Scheduled to be Unset.

Action Plan – This shows you how the **Alarm** is set up to be actioned. There are 2 ways this will show:

Event	Transmitter	Area	Device	Alarm Response	Action Plan
Personal Attack	Any	Any	Any	Default	S1K1K2/S1P1K1K2
Intruder	Any	Any	Any	Default	A1S1R1

As you can see the **Personal Attack** row shows an **Action** plan of S1K1K2 / S1P1K1K2 but the **Intruder** row shows an **Action** Plan of A1S1R1.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Where this is a / in the **Action Plan** this shows that we have different actions depending on whether the site is **Set** or **Unset**. The **Set** actions will always be before the / and the **Unset** actions after it.

Please Note – *These Custom Alarms are set up according to your Protocols. If you require any assistance with these please contact ARC@CougarMonitoring.com.*

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 8 – Agencies and URNs tab

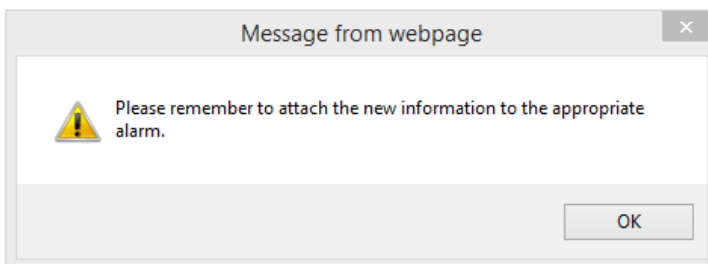
Firstly select the **URNs** tab on the top row:



You will be presented with the following screen:



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:



Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

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	X
<input type="button" value="Add"/>				<input type="button" value="Update"/>	<input type="button" value="Cancel"/>

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.

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.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

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.

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**:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

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.

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

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:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

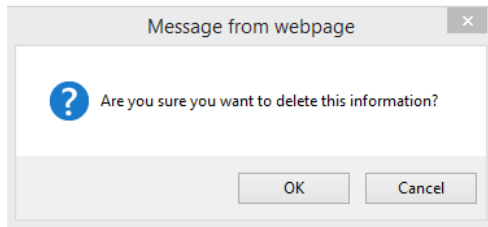
4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.



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**.

[General](#) | [Customer Contacts](#) | [Site Contacts](#) | [Special Instructions](#) | [Transmitters](#) | [Areas](#) | [Agencies](#) | [Devices](#) | [Alarms](#) | [Conversions](#) | [User Defined](#) | [History](#) | [URNs](#)

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

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635


Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111


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


info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Updating Site Details – In Depth Guide.**

Agencies

Police <None Set> 

Fire <None Set> 

Medical <None Set> 

General Agencies

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

 ADD

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.



Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Updating Site Details – In Depth Guide.**

Agencies

Police

Fire

Medical

General Agencies

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 select a **Guarding Company** to be listed on the site. Please navigate to **Page 99**.

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.*

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:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

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:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Updating Site Details – In Depth Guide.**

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:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

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:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

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:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

**Portal Training Guide –
Updating Site Details – In Depth Guide.**

General | **SetActions** | UnsetActions | Windows

Key-Holders - Automation SMS
Key-Holders - Automation Email
Special Instructions - Arm Site if still open
Site - site 2
Fire - Cumbria Fire
Installer - Cougar Monitoring Tech Department
General Agency - Cougar Monitoring
Assign Event Cause -

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*

Update
Cancel

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

Our **Set Actions** are now:

General | **SetActions** | UnsetActions | Windows

Key-Holders - Automation SMS
Key-Holders - Automation Email
Special Instructions - Arm Site if still open
Site - site 2
Police - Cumbria Police
Fire - Cumbria Fire
Installer - Cougar Monitoring Tech Department
General Agency - Cougar Monitoring
Assign Event Cause -

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*

Update
Cancel

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Unset Actions:

General	SetActions	UnsetActions	Windows																														
<div style="display: flex;"> <div style="flex: 1;"> <ul style="list-style-type: none"> Key-Holders - Automation SMS Key-Holders - Automation Email Special Instructions - Arm Site if still open Site - site 2 Fire - Cumbria Fire Installer - Cougar Monitoring Tech Department General Agency - Cougar Monitoring Assign Event Cause - </div> <div style="flex: 2;"> <table border="1"> <thead> <tr> <th>Linked</th> <th>Action</th> <th>Contact Method</th> <th>Strategy</th> <th>Required</th> <th>URN</th> </tr> </thead> <tbody> <tr> <td></td> <td>Site - Site</td> <td>Operator</td> <td>Default</td> <td>If alarm not cancelled</td> <td>*Not Set*</td> </tr> <tr> <td></td> <td>Police - Cumbria Police</td> <td>Operator</td> <td>Default</td> <td>If alarm not cancelled</td> <td>1234PA</td> </tr> <tr> <td></td> <td>Key-Holders - Owner Mobiles</td> <td>Operator</td> <td>Default</td> <td>If alarm not cancelled</td> <td>*Not Set*</td> </tr> <tr> <td></td> <td>Key-Holders - Main Keyholder Group</td> <td>Operator</td> <td>Default</td> <td>If alarm not cancelled</td> <td>*Not Set*</td> </tr> </tbody> </table> </div> </div>				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*
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*																												
<div style="display: flex; justify-content: space-between;"> Information Update Cancel </div>																																	

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.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ		Regional Offices in the Kings Secure Technologies Group of Companies		
Kings Technology Centre Unit 1-2 Sapcote Trading Centre Powke Lane, Cradley Heath B64 5QR T: 0333 222 9099		4 St Dunstons Technology Park Bradford BD4 7HH T: 0330 678 0635	Unit 6 Pickering House Netherton Road Netherton Industrial Estate Wishaw ML2 0EQ T: 01698 355 111	Argento House 12 Progress Park Ribocon Way Luton LU4 9UR T: 01582 412 000
info@cougarmonitoring.com www.cougarmonitoring.com				

General Agencies

You may find that this field is blank or it may show as ****To Be Advised****.

Please Note – If this field already has a General Agency assigned that is NOT ****To Be Advised**** then do not change this information. Please contact ARC@CougarMonitoring.com for assistance, you should only change the information in the General Agencies section if there is currently no Agency listed or the only Agency listed is ****To Be Advised****.

General Agencies

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

+ ADD

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies




4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

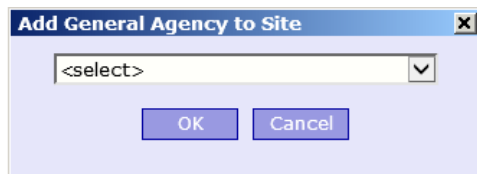
info@cougarmonitoring.com | www.cougarmonitoring.com

General Agencies

Name	Status	From: Date	Time	To: Date	Time	Areas	Edit	Action
To Be Advised	Permanent							

 ADD

First we will show you how to **Add** an **Agency**, click on the **Add** button underneath the **General Agencies** box, this will present you with the following pop up:



The dialog box titled "Add General Agency to Site" contains a drop-down menu with the text "<select>" and a downward arrow. Below the menu are two buttons: "OK" and "Cancel".

Simply use the drop-down list to select the **Agency** that you require then click **OK**.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

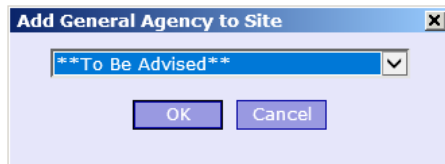
4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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




info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.



They now show in the **General Agencies** section:

General Agencies

Name	Status	From: Date	Time	To: Date	Time	Areas	Edit	Action
To Be Advised	Permanent							

 ADD

If you have an account that is currently set up with ****To Be Advised**** as the **General Agency** and you need to change this to show the correct **Agency** then you need to click on the **Red Cross** underneath **Action** to **Delete** this **Agency**:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

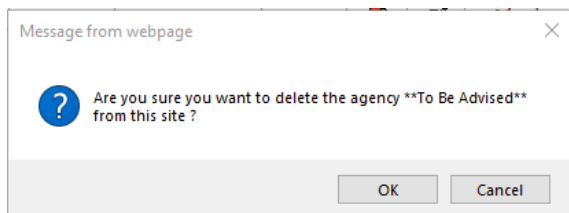
4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.



Click **OK** on the pop up and the **General Agency** will be deleted from the account:

General Agencies

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

+ ADD

Now you need to **Add** in the correct **Agency**. To do this click on the **Add** button and select the correct **Agency** as we did before:

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com




Add General Agency to Site ✕

Cougar Monitoring
▼

OK

Cancel

General Agencies

Name	Status	From: Date	Time	To: Date	Time	Areas	Edit	Action
Cougar Monitoring	Permanent							

 ADD

Please Note – If the Agency you require is not showing the dropdown list then please email ARC@CougarMonitoring.com with the Agencies details, Name, Address and Contact Numbers and we will get this added to the list for you.

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Part 9 – User Defined Section

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	
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"/>
9.	<input type="text"/>
10.	<input type="text"/>

User Defined Dates	
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"/>

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.	<input type="text" value="Key Holder Update"/>
----	--

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies


4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com

Portal Training Guide –
Updating Site Details – In Depth Guide.

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:



The screenshot shows a form titled 'User Defined Dates' with eight numbered input fields. The first field contains '11/06/2018' and has a small calendar icon to its right. A 'Date Selection' calendar window is open, displaying the month of June 2018. The date '11' is highlighted in the calendar. The calendar has 'OK' and 'Cancel' buttons at the bottom.

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

Last updated 15.03.2021
Author: Amelia Dunn

Cougar Monitoring HQ

Kings Technology Centre
Unit 1-2 Sapcote Trading Centre
Powke Lane, Cradley Heath
B64 5QR
T: 0333 222 9099

Regional Offices in the Kings Secure Technologies Group of Companies

4 St Dunstons Technology Park
Bradford | BD4 7HH
T: 0330 678 0635

Unit 6 Pickering House
Netherton Road
Netherton Industrial Estate
Wishaw | ML2 0EQ
T: 01698 355 111

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

info@cougarmonitoring.com | www.cougarmonitoring.com