



# Introduction to ISS Security Manager

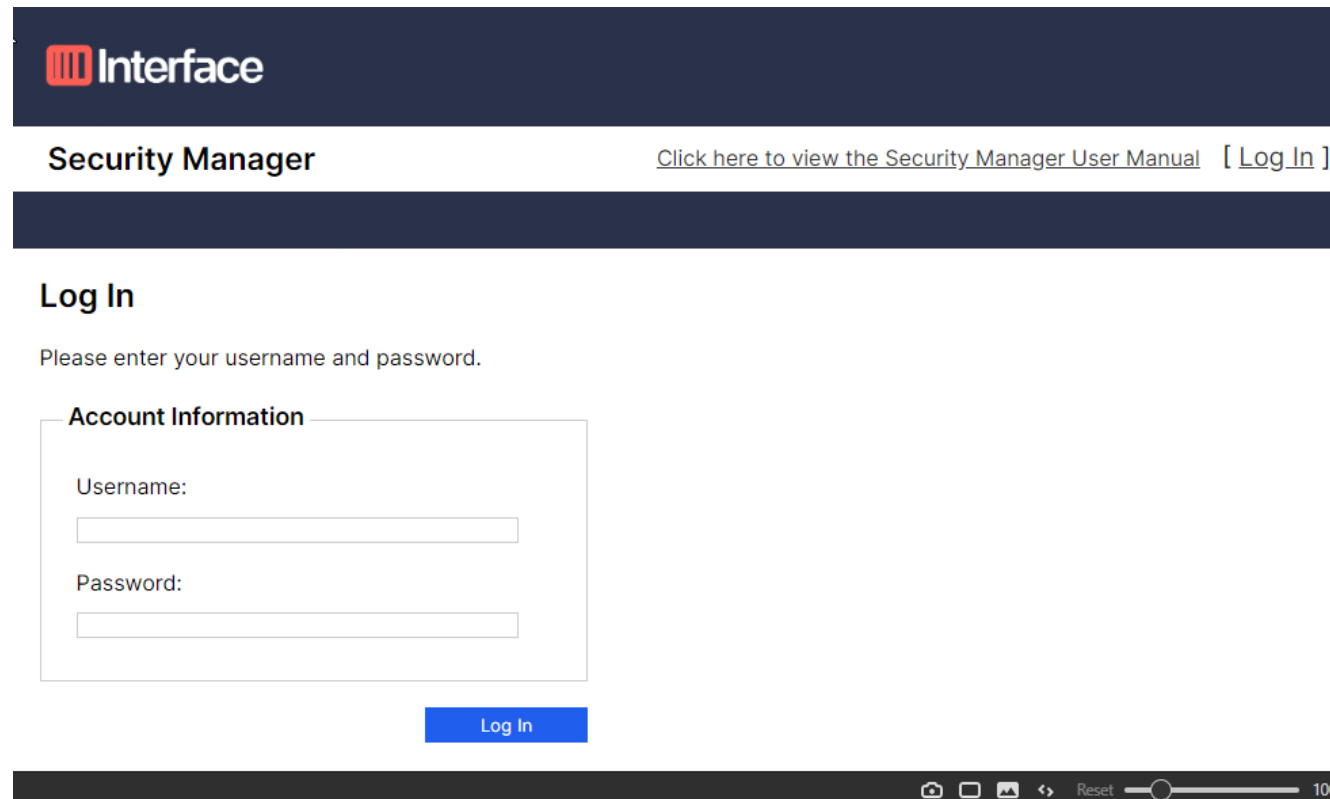
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# Security Manager

- Security Manager is a clear and simple way to manage the employee contact information and codes for individual sites
- Once changes have been completed and submitted through the site the account is automatically updated, and the panel changes are queued to be completed in the order received (usually within 24-48 hours)
- Any issues encountered while completing the update may result in an email to the person submitting the change.
- Security Manager is only for updating contact information. Any schedule changes or programming instructions need to be emailed to [SecurityAccountAdmin@interfacesys.com](mailto:SecurityAccountAdmin@interfacesys.com) for processing

# Signing into Security Manager

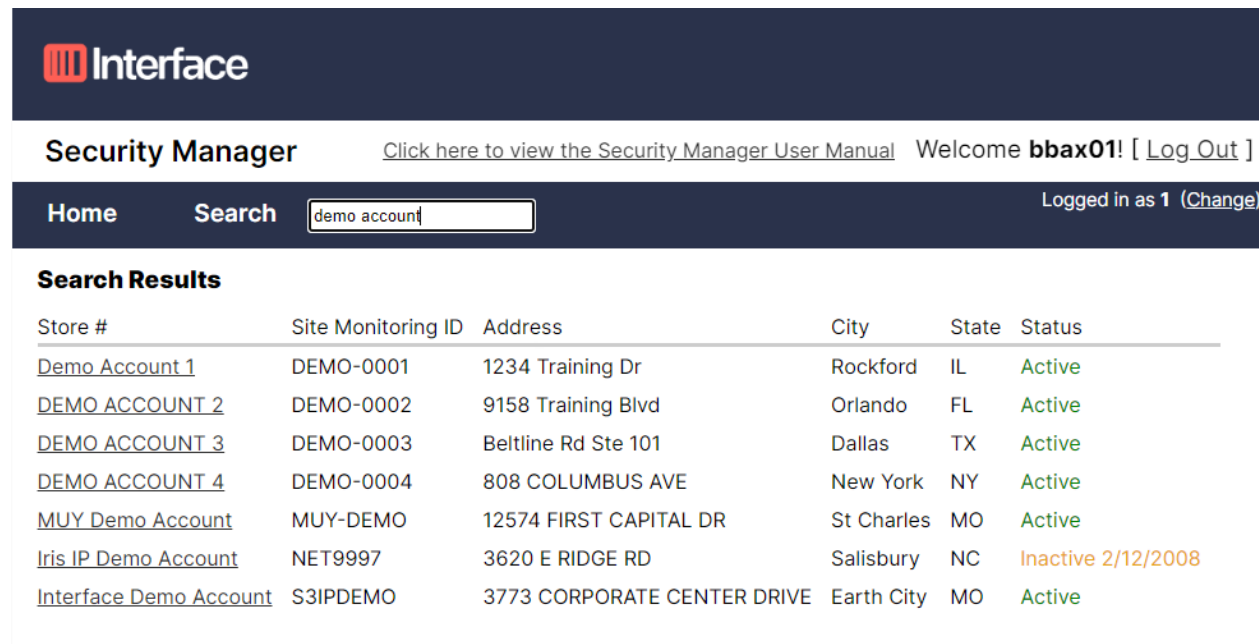
- Browse to <https://securitymanager.interfacesys.com> to arrive at the login screen below
- Enter your assigned Username and chosen Password, then click 'Log In'



The screenshot shows the login page for the Security Manager. At the top, there is a dark blue header with the 'Interface' logo on the left. Below the header, the text 'Security Manager' is displayed on the left, and a link 'Click here to view the Security Manager User Manual [ Log In ]' is on the right. A dark blue horizontal bar separates the header from the main content. The main content area has the heading 'Log In' and the instruction 'Please enter your username and password.' Below this is a form titled 'Account Information' containing two input fields: 'Username:' and 'Password:'. A blue 'Log In' button is positioned below the form. At the bottom of the page, a dark blue footer contains navigation icons (home, back, forward, search) and a 'Reset' button with a slider, followed by the number '100'.

# Locating an account

- To locate a store, enter the store number into the Search field and click the Search button to the left of the field
- The store list will display as below. Click the link under the store number to bring up the account



The screenshot shows the 'Interface Security Manager' web application. At the top, there is a dark blue header with the 'Interface' logo. Below the header, the page title is 'Security Manager' and it includes a link to the 'Security Manager User Manual' and a welcome message for user 'bbax01!' with a 'Log Out' link. A navigation bar contains 'Home' and 'Search' buttons, with a search input field containing 'demo account'. The page is logged in as user '1' with a 'Change' link. The main content area displays 'Search Results' as a table with columns for Store #, Site Monitoring ID, Address, City, State, and Status. The table lists seven demo accounts, with one account being inactive since 2/12/2008.

Store #	Site Monitoring ID	Address	City	State	Status
<a href="#">Demo Account 1</a>	DEMO-0001	1234 Training Dr	Rockford	IL	Active
<a href="#">DEMO ACCOUNT 2</a>	DEMO-0002	9158 Training Blvd	Orlando	FL	Active
<a href="#">DEMO ACCOUNT 3</a>	DEMO-0003	Beltline Rd Ste 101	Dallas	TX	Active
<a href="#">DEMO ACCOUNT 4</a>	DEMO-0004	808 COLUMBUS AVE	New York	NY	Active
<a href="#">MUY Demo Account</a>	MUY-DEMO	12574 FIRST CAPITAL DR	St Charles	MO	Active
<a href="#">Iris IP Demo Account</a>	NET9997	3620 E RIDGE RD	Salisbury	NC	Inactive 2/12/2008
<a href="#">Interface Demo Account</a>	S3IPDEMO	3773 CORPORATE CENTER DRIVE	Earth City	MO	Active

## DEMO ACCOUNT 2 (DEMO-0002)

Site Monitoring ID DEMO-0002  
 Business Unit Demo Region 1 District 1  
 Panel Type  
 Address 9158 Training Blvd  
 Orlando, FL  
 32819

## Store Password

Click **MODIFY** to change the store password

Password

DEMO

[MODIFY](#)

## On Test Status

**Service: Full**

## Contacts [Update Contacts](#)

**Please complete all contact changes prior to clicking the UPDATE CONTACTS button.**

**The following codes cannot be used: 2580,1234.**

Removing a contact or contact point from the list below will remove the item from any call lists it belongs to as well.

Add/Modify	Delete	Name	Job Title	User	Mobile Phone	Home Phone	Passcode
<input type="checkbox"/>	<input type="checkbox"/>	John Customer		003	(999) 999-9999		6789
<input type="checkbox"/>	<input type="checkbox"/>	Code to Assign 004		004			1285
<input type="checkbox"/>	<input type="checkbox"/>	Sobey Tester		005	(239) 393-9355		7885
<input type="checkbox"/>	<input type="checkbox"/>	Code to Assign 006		006			6135
<input type="checkbox"/>	<input type="checkbox"/>	Code to Assign 007		007			9352

# Customer Information

**Interface**

**Security Manager** [Click here to view](#)

Home Search  Activity L

**DEMO ACCOUNT 2 (DEMO-0002)**

Site Monitoring ID	DEMO-0002
Business Unit	Demo Region 1 District 1
Panel Type	
Address	9158 Training Blvd Orlando, FL 32819

- On the left, you will see the name of the account along with the basic account information

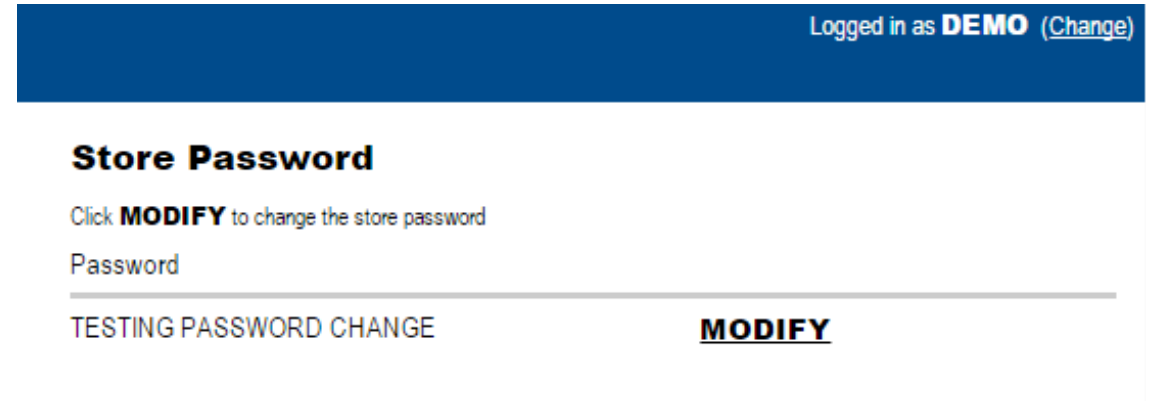
Account Number

Dealer/Grouping

Site Address

# Account-Wide Passwords

- On the right side of the screen, you will see any passwords that are set up on the account directly
- This will not show any contact-specific passwords, only account-wide
- New account-wide passwords cannot be added, only changed through Security Manager



Logged in as **DEMO** ([Change](#))

### Store Password

Click **MODIFY** to change the store password

Password

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TESTING PASSWORD CHANGE **MODIFY**

# Contacts

**Contacts**

**Please complete all contact changes prior to clicking the UPDATE CONTACTS button.**  
**The following codes cannot be used: 2580,1234.**

Removing a contact or contact point from the list below will remove the item from any call lists it belongs to as well.

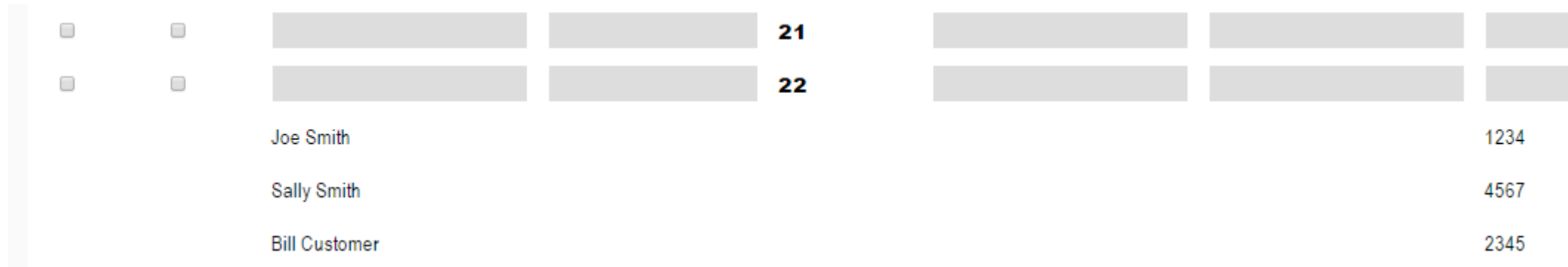
Add/Modify	Delete	Name	Job Title	User	Mobile Phone	Home Phone	Passcode
<input type="checkbox"/>	<input type="checkbox"/>			<b>49</b>			
<input type="checkbox"/>	<input type="checkbox"/>			<b>03</b>			
<input type="checkbox"/>	<input type="checkbox"/>			<b>04</b>			

For internal use only

- The bottom section of the screen will have the open fields and contact information for all persons listed in the account
- The User section cannot be changed – that is used internally to document the location of the user code in the panel
- Enter information into all of the fields possible. Only one phone number is required
- Allow up to 2 business days for any panel changes to be completed



# Contact Issues



The screenshot shows a contact list with two rows. Each row has a checkbox on the left, a redacted name field, a redacted phone number field, and a user number. The first row has a user number of 21, and the second row has a user number of 22. Below the redacted fields, the names 'Joe Smith', 'Sally Smith', and 'Bill Customer' are listed, along with their respective user numbers: 1234, 4567, and 2345.

Checkbox	Name	Phone Number	User Number
<input type="checkbox"/>	[Redacted]	[Redacted]	21
<input type="checkbox"/>	[Redacted]	[Redacted]	22

Joe Smith	1234
Sally Smith	4567
Bill Customer	2345

- Any contacts that do not have a user number set up in the account will not be able to be edited. Please email requested updates to those contacts directly to [ECAMT@interfacesys.com](mailto:ECAMT@interfacesys.com) so that the information can be fixed
  - These occurrences should be few and far between, but if you do find one please let us know so that we can resolve the issue. All new additions to the accounts will have this User ID already assigned
  - Not having a user number does NOT mean that the code is not in the panel. It means that the account information needs to be updated

# Adding Contacts

- To add or modify a contact click the box for Add/Modify. This will open the fields for editing
- The Phone number and Password fields accept numeric values only
- If the contact being added will be calling in to obtain their personal alarm code using a verbal password, format the name **Contact Name – Temp Password**
- When all changes have been completed, click the Update Contacts button to submit your changes

Add/Modify	Delete	Name	Job Title	User	Mobile Phone	Home Phone	Passcode
<input type="checkbox"/>	<input type="checkbox"/>			49			
<input checked="" type="checkbox"/>	<input type="checkbox"/>			03	( ) _-__	( ) _-__	

# Removing Contacts

- To remove a contact from the account, click the box under Delete next to the contact
- Removing a contact through the site does NOT remove the code from the panel
  - Emergency terminations for dangerous or volatile employees can be called in directly to the Operations Center at any time for immediate removal

Add/Modify	Delete	Name	Job Title	User	Mobile Phone	Home Phone	Passcode
<input type="checkbox"/>	<input type="checkbox"/>			<b>49</b>			
<input type="checkbox"/>	<input type="checkbox"/>			<b>03</b>			
<input type="checkbox"/>	<input type="checkbox"/>			<b>04</b>			
<input type="checkbox"/>	<input checked="" type="checkbox"/>			<b>05</b>			

# Call List

- Scrolling to the very bottom of the screen will show the current call list on the account
- All contacts added to the account with a phone number will automatically be added to the bottom of the call list
- The order of the call list can be changed by clicking on the arrows next to the name and dragging the contact to the desired position
  - After changing the order of the call list, click the Update LIST 1 button to save the changes

