Interface

Introduction to ISS Security Manager
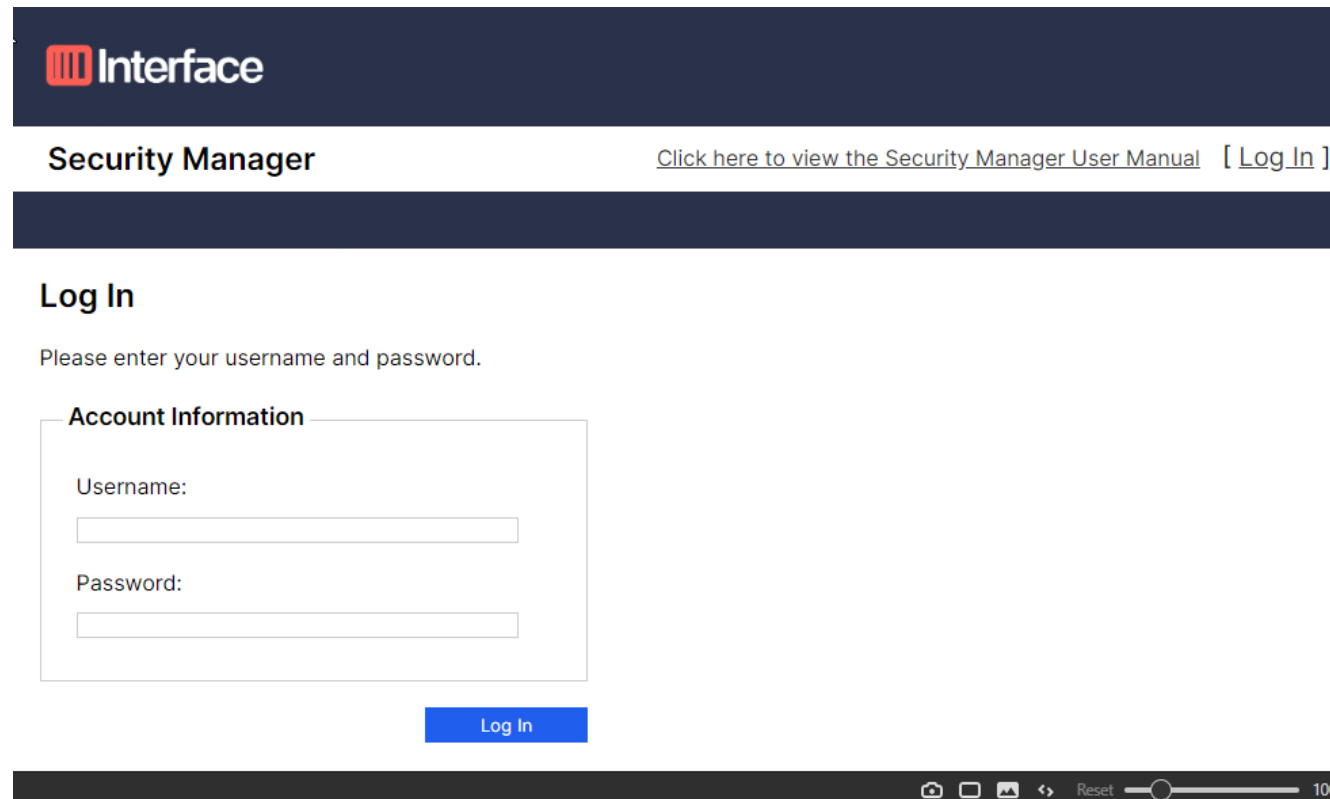
Security Manager

- 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 for processing

Signing into Security Manager

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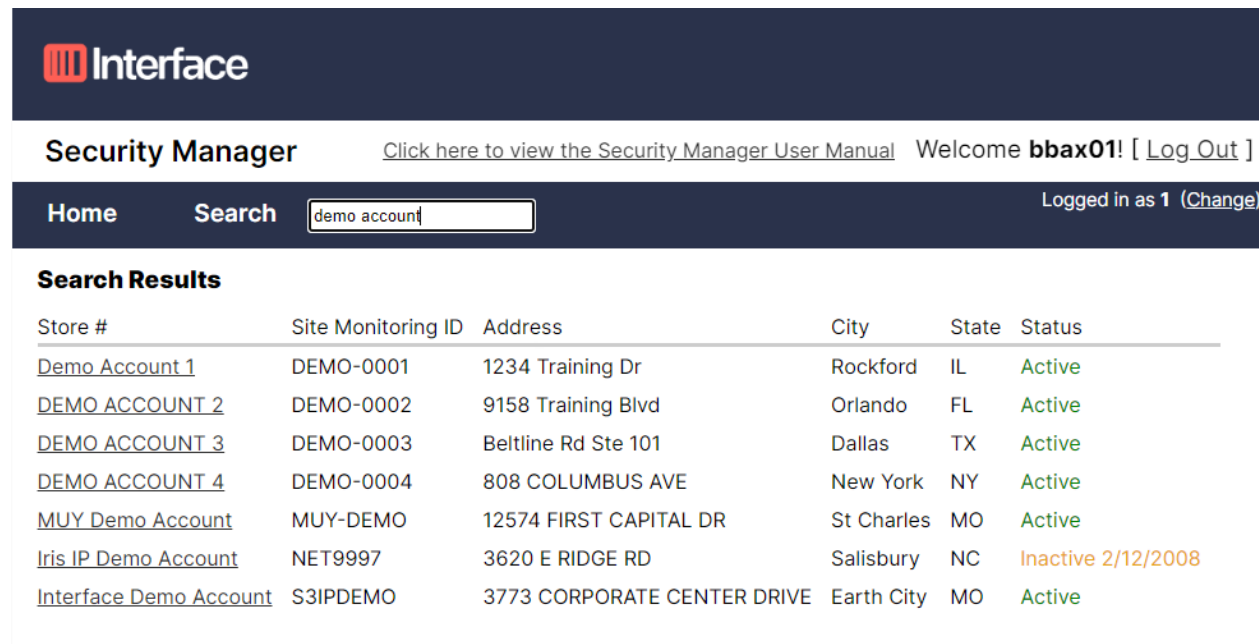
- Enter your assigned Username and chosen Password, then click 'Log In'

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

Interface

Home   Search   [_____]   **Activity Log**   Logged in as **1** (Change)

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
☐	☐	John Customer		003	(999) 999-9999		6789
☐	☐	Code to Assign 004		004			1285
☐	☐	Sobey Tester		005	(239) 393-9355		7885
☐	☐	Code to Assign 006		006			6135
☐	☐	Code to Assign 007		007			9352

Customer Information

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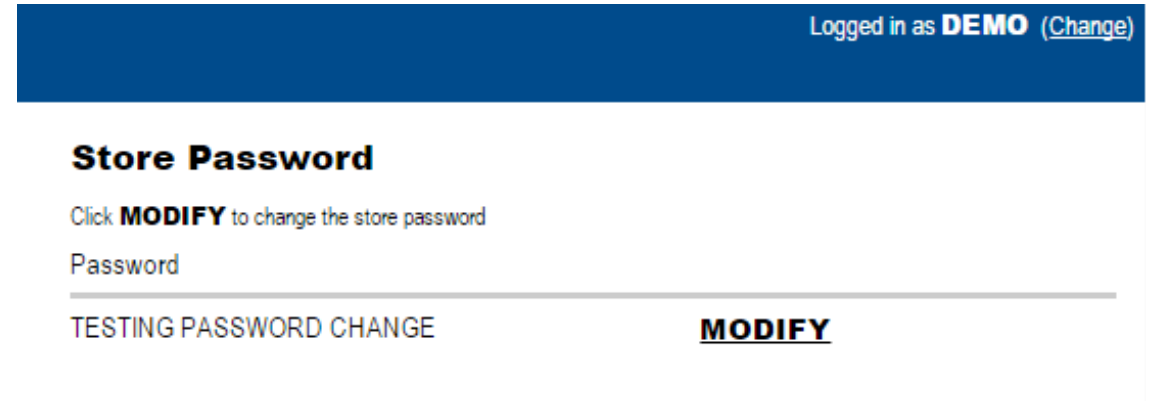
Account Number

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

TESTING PASSWORD CHANGE   **MODIFY**

Contacts

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.
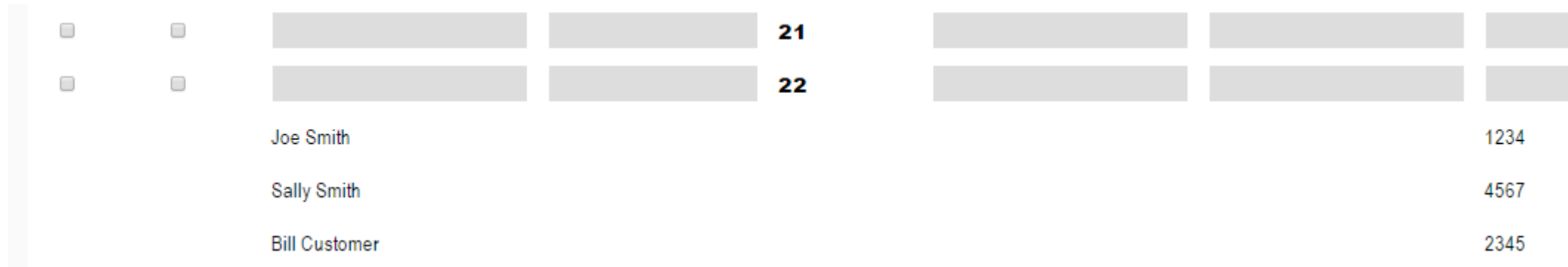
For internal use only

Add/Modify	Delete	Name	Job Title	User	Mobile Phone	Home Phone	Passcode
☐	☐			**49**			
☐	☐			**03**			
☐	☐			**04**			

- 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

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 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
☐	☐			**49**			
☑	☐			**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
☐	☐			49			
☐	☐			03			
☐	☐			04			
☐	☑			05			

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

Call Lists

LIST 1 ▾

Allows you to choose secondary call lists if available

LIST 1 Add ⇩ [Update LIST 1]

1. ✕ ⇕ Joe Smith (Site)
2. ✕ ⇕ Sally Smith (Site)
3. ✕ ⇕ Bill Customer (Site)

Click and drag here

Click the X to remove a contact from the call list