

# Alarms

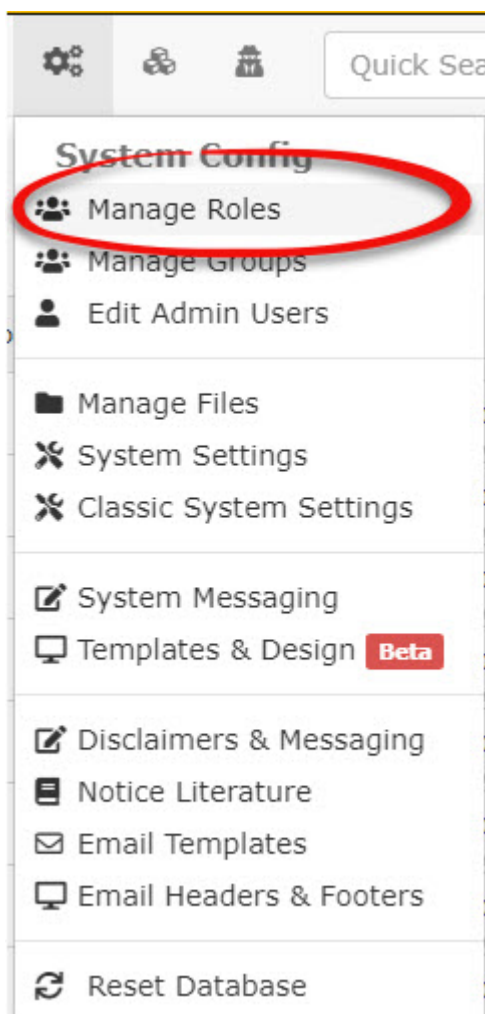
Information related to different alarms.

- [Plate and Vehicle Alarms](#)
- [People Alarms](#)
- [Generic Alarms](#)

# Plate and Vehicle Alarms

## Setting up the Proper Account Settings to View Alarms

First we will need to get to **Manage Administration Roles** so that we can manage how our admins can view alarms on the system.



From here we can go into the **Role** we wish to manage and under the **Dispatch** section we can toggle all the settings related to dispatch logs and alarms.

## Manage Administrator Roles

The screenshot displays the 'Manage Administrator Roles' interface. On the left, a table lists various roles, each with a 'Permissions' button. The roles listed are: Primary Admin, Tomahawk, Administrator, Appeals Officer, Counter Admin, Dispatcher, Financial Admin, Incident Manager Admin, Kayako Support, Locker Admin, Parking Manager Admin, Patrol Officer, test roll, admin, and demo. The 'Administrator' role is selected, and its 'Permissions' button is highlighted. On the right, the 'Editing Permissions: Administrator' screen is shown. It features a top navigation bar with icons for different sections: Users (7), Locks, Vehicles, Alerts (2), Stars (2), Dispatch (4), Finance (3), Reports (2), and Settings (14). The 'Dispatch' tab is active. Below the navigation bar, there are two columns of permissions. The left column contains checkboxes for: 'View License Plate Alarms' (checked), 'Receive License Plate Alarms via Email' (checked), 'View People Alarms' (checked), 'Receive People Alarms via Email' (checked), 'Add New Dispatch Logs' (unchecked), 'Edit Dispatch Logs' (unchecked), 'Edit All Dispatch Logs' (unchecked), 'Open Dispatch Logs' (unchecked), 'View Dispatch Logs' (unchecked), 'Add/Drop Dispatch Logs' (unchecked), and 'View Cameras' (unchecked). The right column provides descriptions for each permission. At the bottom of the permissions list is a 'Save Permissions' button.

## Using Plate Alarms

Plate alarms are triggered when a plate in the system has an alarm attached to it. We can also add a vehicle alarm to a users profile which will be triggered when any plate that user is associated is triggered by any camera or officer reads/scans.

These alarms will be triggered by Fixed Cameras (Entrance and Exit Cameras), Handheld Violation Entries by Officers in the Field, and LPR Camera Reads. Not only is there an alarm that gets triggered in the system but you can also provide an email address to send the alarm details to. If a fixed camera was used then the name of that camera will be listed on the Plate Alarm. Keep in mind that manually **Chalking Vehicles** from the handheld does not trigger the alert.

## Attaching an Alarm to a Plate without a Profile

### How do plates get into the system without profiles?

The only way for a plate to make it into the system without a profile is by Issue a **New Violation**, **Violation Warning** or **Chalking Record** through the handheld or adminside as well as by linking the plate to an **Incident** from the adminside. When you search a plate on the handheld that does

not exist in the system you will see the black plus symbol which indicates that the vehicle currently does not exist.

The screenshot shows a web interface for searching vehicles. At the top is a red header with the text "Search Vehicles". Below the header, there are two dropdown menus: "Any Parking Group" and "Any Zone". A search input field contains the text "K9K9K9", which is circled in red. To the right of the input field are three icons: a magnifying glass, a microphone, and a camera. Below the search bar, it says "0 matching records found". A red dashed arrow points from the search input field to a vehicle entry below. The vehicle entry has a black plus icon and the text "K9K9K9" followed by "Perform an action on this unlisted vehicle". Below this entry are three buttons: "VIRTUAL CHALK", "NEW VIOLATION", and "DETAILS". The "VIRTUAL CHALK" and "NEW VIOLATION" buttons are highlighted with a red border.

If you are on the admin-side, then you would need to issue a violation or incident which will give you an option to add a new vehicle. You are then prompted to update the correct vehicle information which is where the alarm can be added.

### Important

Essentially, to add an alarm to a plate without a profile there needs to be an incident, violation or warning associated with the plate to add an alarm to it when searching for the plate in the system. If the plate only has a chalking record you will need to issue a violation to the plate and add the vehicle information there. You have to do this because when you chalk a plate through the handheld you don't provide the vehicle information on the handheld. As seen in the image below once I added the violation to my plate JROCK and searched the vehicle I was then able to click the vehicle information and add the alarm.

## Search By Plate

Plate

JROCK

Provide full or partial Plate No.

Use quotes to do an exact match search. i.e. "ABC123"

☐ Perform Fuzzy Search



Start Date

Up To and Including

**Recorded on** and **Up to and including** dates only affect the results of the Pay Station and Licence Plate Recognition records. It does not filter off vehicles based on their creation or history.

Search

### 3 Vehicles on Record.

Plate	Plate Type	Province	Make	Model	Driver	Violations ?	Incidents ?
JROCK	passenger	ON		Mini Van	Rockwood, James		6  1
JROCK2	passenger	ON		Sports Car	Rockwood, James		
JROCK3	passenger	ON		Sedan	Rockwood, James		

### Pay Station Parking Status

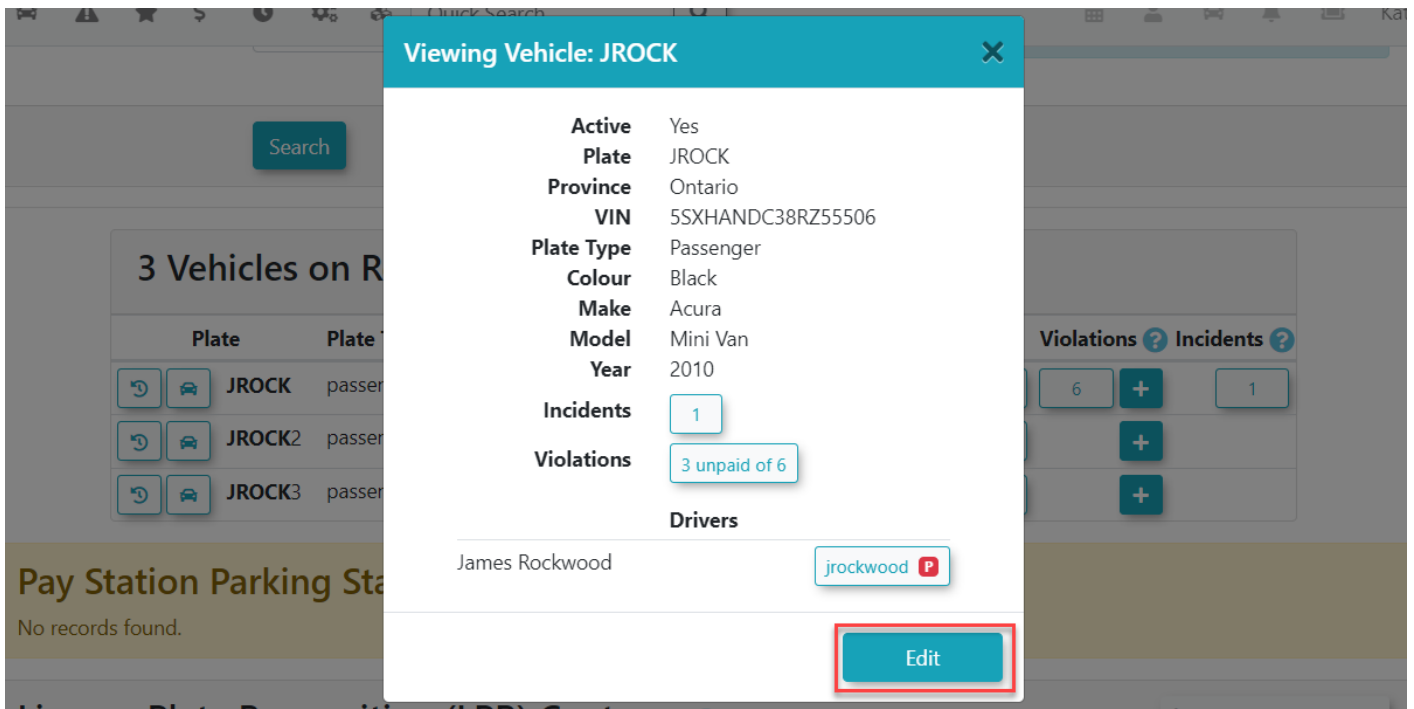
No records found.

### Licence Plate Recognition (LPR) Captures ?

▶ Auto refreshing paused

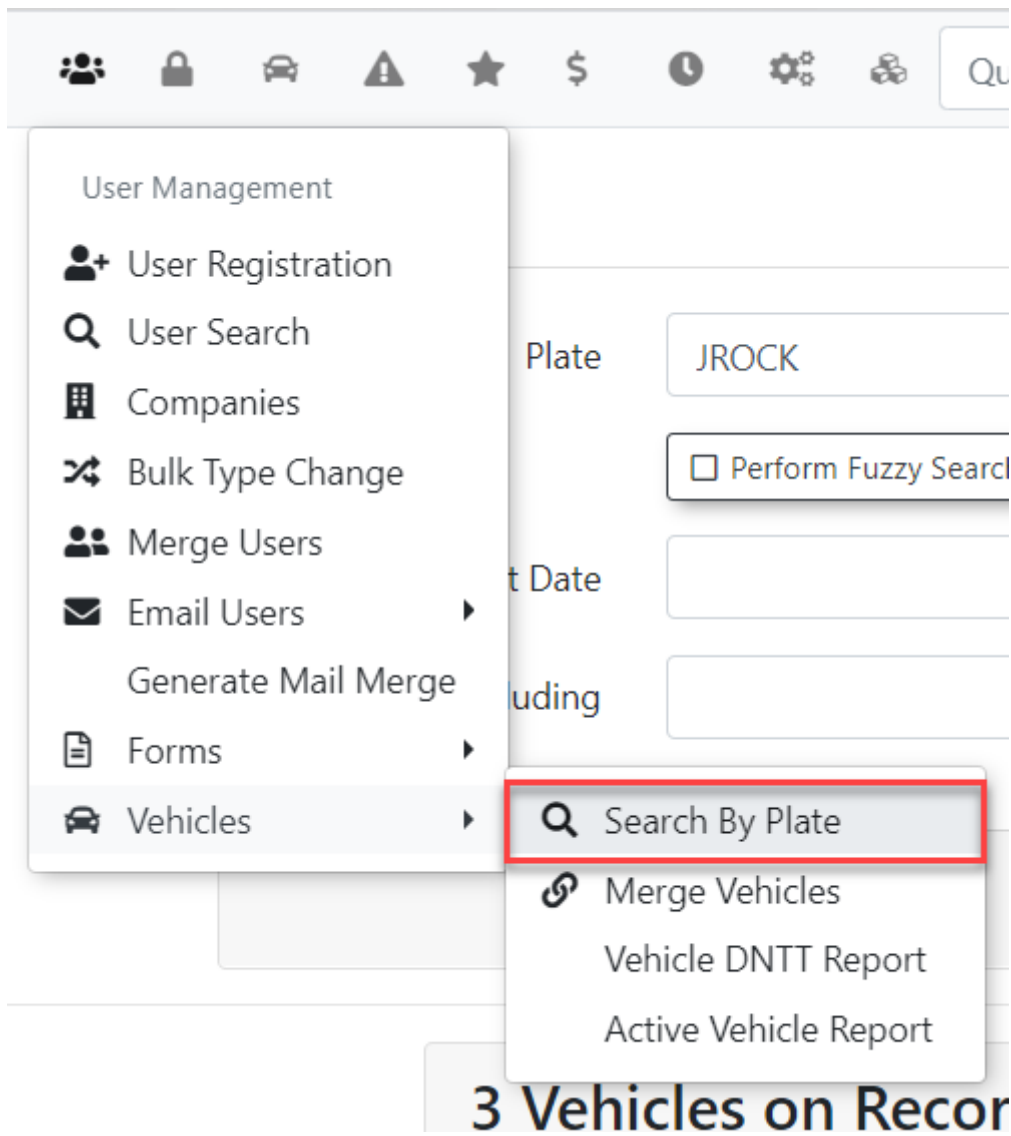
Permit	Plate	OCR	Speed	Writer	Recorded
	JROCK -ON				2020-10-29 15:14
	JROCK -ON				2020-09-29 16:59
	JROCK -ON				2020-09-28 14:28

As you can see with chalking records, we don't have any option to view the vehicle details but we do with violations and incidents. When we click vehicle information without a profile we have to click **Edit Vehicle** to see the information we need.



## Finding the Plate

To find the plate we want to add the vehicle to without going to their profile we need to navigate to **Violations** → **Vehicles** → **Search by Plate**



From here enter the plate we wish to add the alarm too and then click on the **Vehicle Info** icon, in this example I have added a plate with no profile called JROCK that we will add an alarm to.

## Search By Plate

Plate

JROCK

Provide full or partial Plate No.

Use quotes to do an exact match search. i.e. "ABC123"

☐ Perform Fuzzy Search



Start Date

Up To and Including

**Recorded on** and **Up to and including** dates only affect the results of the Pay Station and Licence Plate Recognition records. It does not filter off vehicles based on their creation or history.

Search

Click the vehicle button to bring up the vehicle info to add an alarm

3 Vehicles on Record.

	Plate	Plate Type	Province	Make	Model	Driver	Violations ?		Incidents ?		
	JROCK	passenger	ON		Mini Van	Rockwood, James	jrockwood		6		1
	JROCK2	passenger	ON		Sports Car	Rockwood, James	jrockwood				
	JROCK3	passenger	ON		Sedan	Rockwood, James	jrockwood				

### Pay Station Parking Status

No records found.

### Licence Plate Recognition (LPR) Captures ?

▶ Auto refreshing paused

	Permit	Plate	OCR	Speed	Writer	Recorded
		JROCK -ON				2020-10-29 15:14
		JROCK -ON				2020-09-29 16:59
		JROCK -ON				2020-09-28 14:28

## Adding the Alarm to the Plate

Once you find the vehicle info through the profile, violation, or incident we can click the **Vehicle Information** where we can add the alarm.



# Vehicle Information

Vehicle Status:

Active



Licence Plate:

JROCK

VIN:

5SXHANDC38RZ55506

Province:

Ontario



Plate Type:

Passenger



Primary Driver:

[James Rockwood \[jrockwood\]](#) 

Colour:

Black



Make:

Acura



Type:

Mini Van



Year (4 digit):

2010

**Step 1:** Toggle the **Vehicle Alarm**, you will know this is working as you will see a check-mark in the box.

**Step 2:** Once you click this you will have an option to add the **Alarm Comment** which will be seen by officers and admins.

**Step 3:** Click **Update Vehicle** to have the vehicle alarm applied correctly.

When this plate gets LPR scanned by mobile or fixed cameras you ding sound is made so offices in cars will notice it and can write a dispatch report before moving on.

## Adding Plate Alarms to Specific Plates

If you know the user you wish to add the plate alarm to, we can do this by going into this users profile from the admin side and clicking **Vehicles**










Once there you should see a list of vehicles and the plate associated to them. Clicking the target plate will bring up a new window with **Vehicle Information** where we can add the alarm.

Profile ▾LockersVehiclesParkingPaymentsHistory ▾Incident History

Rockwood, James (jrockwood)

Vehicle Information

Add New Vehicle

Status	Plate	Type	Colour	Make	Model	Province	Year	Remove Vehicle
Active ?								 ?  ?
Active ?								 ?  ?
Active ?								 ?  ?

- User has 1 active permits and based on user type (+1) may have upto 1+1 active vehicles.
- Select "Active" or "Inactive" to toggle the status of a vehicle.
- Click vehicle plate to edit the details of a vehicle.

See **Adding the Vehicle Alarm** under **Attaching an Alarm to a Plate without a Profile** for instruction visual instructions on adding the actual alarm.

# Adding a Plate Alarm to All Vehicles on a Users Profile

We can add a vehicle alarm to all of the users plates through their profile by clicking **Edit** next to the **Basic Profile Information**.

Profile ▾LockersVehiclesParkingPaymentsHistory ▾Incident History

Rockwood, James (jrockwood)

Basic Profile Information

Edit

EnabledYes

User DirectoryOPSCOM

Unique IDcc72f3d5-5e04-492b-8b54-46ceaa778e65

User TypeFull Time Student

Locker User TypeFull Time Student

Usernamejrockwood

NameMr. James T Rockwood

Email Address

Auto Login AddressLogin as user?

Vehicles

Edit

Status	Plate	Type	Province	Make	Year
Active		Passenger	Ontario	Acura	2010
Active		Passenger	Ontario	BMW	2020
Active		Passenger	Ontario	Ford	2020

Violations

	Ticket	Issued	Value	Notes
	TT-10017	Feb. 18, 2021	\$50.00	Overdue
	TT-10018	Mar. 4, 2021	\$50.00	Overdue

Once you are on the user's profile you should see two check boxes called **Plate alarm** and **People alarm** as seen in the image below.

## Edit User Profile

--- Archive Type --- ▾

Archive User ?

## Personal Information

✓ Allow user login and mark account as active

? User Type Full Time Student ▾

? Locker User Type Full Time Student ▾

Username jrockwood

User Directory OPSCOM [ OPSCOM ] ▾

Unique ID cc72f3d5-5e04-492b-8b54-46ceaa778e65

Email Address jrockwood@tomahawk.ca

Password

Leave this blank to keep the existing password.  
The user will be required to change their password upon their next login.

Salutation Mr. ▾

First Name James

Middle Name T

Last Name Rockwood

Permanent Mailing Address 92 Baseline Road

City Ottawa

No Aliases ?

Edit Aliases

☐ People Alarm

✓ Licence Plate Alarm

Comment regarding  
licence plate alarm.

update

We can now toggle the alarm and add a comment that will get utilized in the alert. Click the **Update** button when you are finished to put the alarms into affect. Keep in mind **People Alarms** and **License Plate Alarm** share this same message. (Assuming you have both alarms toggled on the users profile)

# People Alarms

## Setting up Alarm Permissions

Before admins can use alarms in the system they will need to have the proper dispatch permissions added to their administrative role.

### Manage Administrator Roles

The screenshot shows the 'Manage Administrator Roles' interface. On the left, a list of administrator roles is shown, with 'Financial Admin' selected. A red dashed arrow labeled 'A' points from the 'Permissions' button for 'Financial Admin' to the 'Edit Permissions: Financial Admin' panel on the right. The right panel shows a list of permissions for the 'Financial Admin' role. A red box labeled 'B' highlights the permissions for viewing and receiving license plate and people alarms. A red arrow labeled 'C' points to the 'View People Alarms' permission.

Role	Permissions
Primary Admin	Permissions
Tomahawk	Permissions
Administrator	Permissions
Appeals Officer	Permissions
Counter Admin	Permissions
Dispatcher	Permissions
Financial Admin	Permissions
Incident Manager Admin	Permissions
Kayako Support	Permissions
Locker Admin	Permissions
Parking Manager Admin	Permissions
Patrol Officer	Permissions
test roll	Permissions
admin	Permissions
demo	Permissions

#### Edit Permissions: Financial Admin

- ☐ View License Plate Alarms: When selected the User will receive Licence Plate alarms on screen
- ☐ Receive License Plate Alarms via Email: When selected the User will receive Alarms via Email
- ☐ View People Alarms: When selected the User will receive People Alarms on screen
- ☐ Receive People Alarms via Email: When selected the User will receive Alarms via Email
- ☐ Add New Dispatch Logs: Ability to Add New Dispatch Logs
- ☐ Edit Dispatch Logs: Ability to Edit Dispatch Logs
- ☐ Edit All Dispatch Logs: Ability to edit existing Dispatch Logs including those from others.
- ☐ Open Dispatch Logs: Ability to Open Dispatch Logs
- ☐ View Dispatch Logs: Ability to View Dispatch Logs
- ☐ Add/Drop Dispatch Logs: Ability to remove the association of a Dispatch log with an Incident
- ☐ View Cameras: Ability to View Cameras

**Save Permissions**

Select the permissions you wish to add to the role and click **Save Permissions** at the bottom when you are finished.

## Adding People Alarms to Users

You can add people alarms to users profile by first clicking the **Edit** button next to their **Basic Profile Information**

Profile ▾

Lockers

Vehicles

Parking

Payments

History ▾

Incident History

Rockwood, James (jrockwood)

Basic Profile Information

Edit

Enabled

Yes

User Directory

OPSCOM

Unique ID

cc72f3d5-5e04-492b-8b54-46ceaa778e65

User Type

Full Time Student

Locker User Type

Full Time Student

Username

jrockwood

Name

Mr. James T Rockwood

Email Address

Auto Login Address

Login as user ?

Vehicles

Edit

Status	Plate	Type	Province	Make	Year
Active		Passenger	Ontario	Acura	2010
Active		Passenger	Ontario	BMW	2020
Active		Passenger	Ontario	Ford	2020

Violations

	Ticket	Issued	Value	Notes
	TT-10017	Feb. 18, 2021	\$50.00	Overdue
	TT-10018	Mar. 4, 2021	\$50.00	Overdue

This will take you to the **Edit User Profile** window where you should see the option to toggle the **People Alarm**. If the profile does not have alarms toggles or an alarm comment associated to their profile when an alarm is triggered for the specific student/staff number the system will still be alerted.

Once you toggle this option you will have the ability to add your alarm comment. Just keep in mind you won't be able to add the comment until you do this. Keep in mind **License Plate Alarm** and **Plate Alarm** will both share this message.

## Edit User Profile

--- Archive Type --- ▾

Archive User ?

## Personal Information

✓ Allow user login and mark account as active

? User Type Full Time Student ▾

? Locker User Type Full Time Student ▾

Username jrockwood

User Directory OPSCOM [ OPSCOM ] ▾

Unique ID cc72f3d5-5e04-492b-8b54-46ceaa778e65

Email Address jrockwood@tomahawk.ca

Password

Leave this blank to keep the existing password.  
The user will be required to change their password upon their next login.

Salutation Mr. ▾

First Name James

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Permanent Mailing Address 92 Baseline Road

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No Aliases ?

Edit Aliases

☐ People Alarm

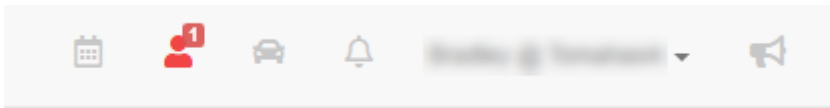
✓ Licence Plate Alarm

Comment regarding  
licence plate alarm.

update

# Viewing People Alarms

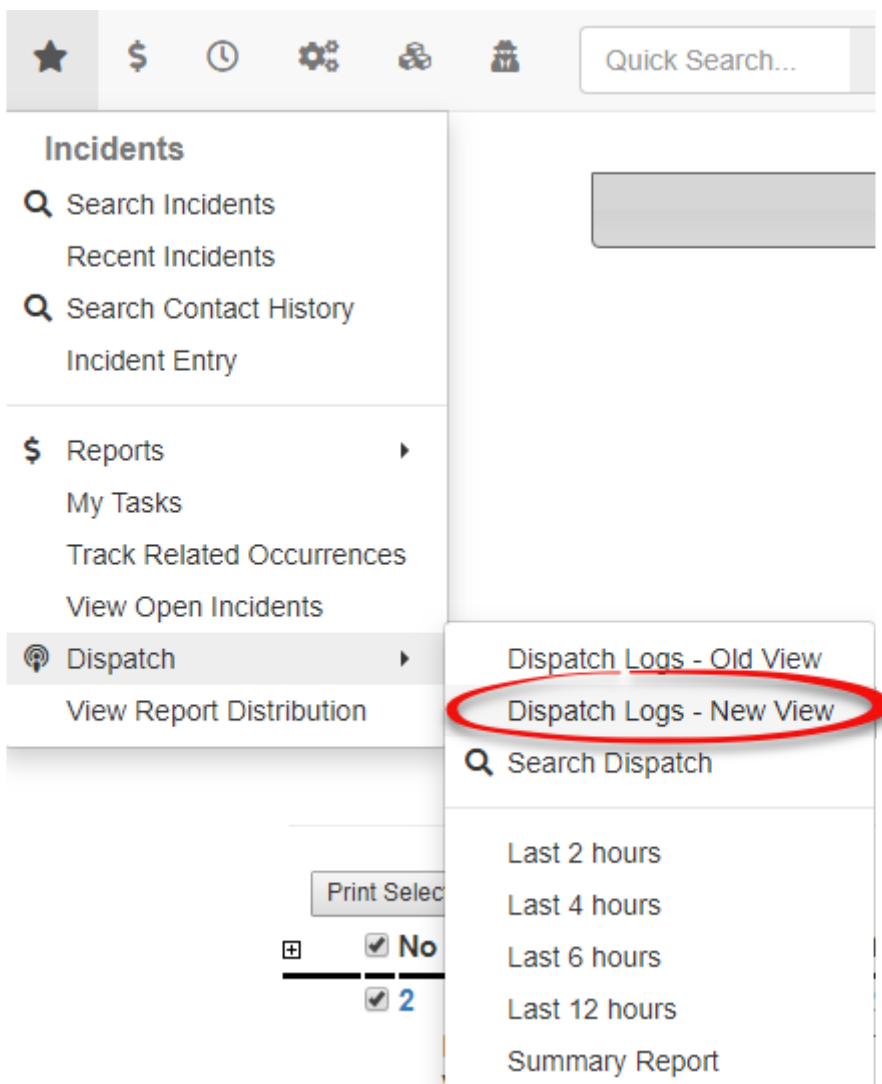
You can view the alarms and dispatch logs from the top right panel on the admin side. All of the alarms associated to a profile or plate are rolled up into a single dispatch log if the alarm is sent within 30 minutes from the first. Otherwise it will start a new dispatch record. This is to stop a large number of alarms from flooding into the system.



Keep in mind that if the API call for the person alarm is triggered with an unknown student/staff account number it will be moved to the **generic alarms** which is the bell icon next to the people and plate alarms section. It will continue to be rolled up in the same dispatch log within 30 minutes of the first alarm.

## Clearing Alarms

We can clear the alarm from flashing if we no longer need to be notified on a specific admin. This will only remove the alert from the admin that cleared it and will keep it for other admins until they choose to clear it for themselves. When you clear the alarm it can still be viewed from the Dispatch Log Report





# Generic Alarms

## Setting up Alarm Permissions

Before Admins can use alarms in the system they will need to have the proper dispatch permissions added to their administrative role.

### Manage Administrator Roles

The screenshot shows the 'Manage Administrator Roles' interface. On the left, a list of roles is shown, with 'Financial Admin' selected. A red dashed arrow labeled 'A' points from the 'Permissions' link for 'Financial Admin' to the 'Editing Permissions: Financial Admin' panel on the right. In the top right of this panel, a red box labeled 'B' highlights a bell icon. A red arrow labeled 'C' points from the bell icon to the 'View License Plate Alarms' checkbox. Below this, several other checkboxes are listed, each with a description of the permission. At the bottom of the panel is a 'Save Permissions' button.

Role	Permissions
Primary Admin	Permissions
Tomahawk	Permissions
Administrator	Permissions
Appeals Officer	Permissions
Counter Admin	Permissions
Dispatcher	Permissions
Financial Admin	Permissions
Incident Manager Admin	Permissions
Kayako Support	Permissions
Locker Admin	Permissions
Parking Manager Admin	Permissions
Patrol Officer	Permissions
test roll	Permissions
admin	Permissions
demo	Permissions

#### Editing Permissions: Financial Admin

5 1 4 7 1

- ☐ View License Plate Alarms When selected the User will receive Licence Plate alarms on screen
- ☐ Receive License Plate Alarms via Email When selected the User will receive Alarms via Email
- ☐ View People Alarms When selected the User will receive People Alarms on screen
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- ☐ Edit Dispatch Logs Ability to Edit Dispatch Logs
- ☐ Edit All Dispatch Logs Ability to edit existing Dispatch Logs including those from others.
- ☐ Open Dispatch Logs Ability to Open Dispatch Logs
- ☐ View Dispatch Logs Ability to View Dispatch Logs
- ☐ Add/Drop Dispatch Logs Ability to remove the association of a Dispatch log with an Incident
- ☐ View Cameras Ability to View Cameras

Save Permissions

Select the permissions you wish to add to the role and click **Save Permissions** at the bottom when you are finished.

## How Generic Alarms Get Pushed to the System

### Unknown Student/Staff Number

One way for a generic alarm to hit the system would be if a people alarm was sent in with a student or staff number that is not in the system, the message will be provided from the access point as well as any other provided details.

## ITS-Networking Alerts Systems

This must be setup and configured by OPS-COM before you can use this. In this case an email alert is pushed to OPS-COM. This gets parsed and sent out as a generic alert. Some of our clients are utilizing these systems for stolen devices which have the systems push us the incident and MAC Address. Just like people and plate alarms, if you submit an alert on the same MAC address or Incident within a 30 minute time frame they will all be rolled up into a single dispatch log that can then be acted on. If a valid incident is pushed along to the system the incident will be associated to the dispatch log.

## Dispatch Logs and Alert Rollups

### Dispatch Logs

Once you have received the alert the system automatically creates the dispatch report and links the provided incident if there was a valid incident passed to our system.

### Alert Rollups

To prevent a large number of alerts being pushed to dispatch and admins of the system. We have made it so that if the same alert is triggered within 30 minutes of the first. Then all of the log records will be rolled up and added to a single dispatch log record / alert.

## View/Edit Dispatch Log Record

Create a New Log Record [?](#) Select a source

[Print selected](#)

No	Admin	Created	Source	Category	Status	Add	Incident
<input checked="" type="checkbox"/> 2	System	Nov 25, 2019 10:00	System Alert	People Alert	C	<a href="#">Add</a>	<a href="#">Assign</a>

**PEOPLE ALARM:** Card swipe [17RO 0203C CSS Back Door PIN] - user found in system: 0001244 - Wanted for Questioning in Incident 123456 As she is a person of interest. On this fourteenth day September: [Steph Jamieson \[sjamieson\]](#)

Propose Log:  
Subject: patron tracking ----- 0001244 Steph Jamieson has swiped their card at 17RO 0203C CSS Back Door PIN

System	Nov 25, 2019 10:00	System Alert	People Alert	<a href="#">Edit</a>
Subject: patron tracking ----- 0001244 Greg Jamieson has swiped their card at 17RO 0203C CSS Back Door PIN				
System	Nov 25, 2019 10:00	System Alert	People Alert	<a href="#">Edit</a>
Subject: patron tracking ----- 0001244 Greg Jamieson has swiped their card at 17RO 0203C CSS Back Door PIN				

<input checked="" type="checkbox"/> 1	bigpark	Sep 22, 2016 10:44	System Alert	Plate Alert	C	<a href="#">Add</a>	<a href="#">Assign</a>
---------------------------------------	---------	--------------------	--------------	-------------	---	---------------------	------------------------

**PLATE ALARM:** SJAM ON - 3 unpaid of 3 - Linked to 1 incidents

[Print Selected](#)

# Clearing/Viewing Alarms

Admins are able to clear, view, and close alarms for their accounts only, which means that other admins will still continue to see the alerts until they clear them. To do this hover over the bell icon at the top right of your screen and select the alert you wish to clear.

atus	Add	Incident
C	Add	Assign

the 'SA0303-AP1'(3')  
or edit tracked client

From here we can **Go To Entry** which will take us to the dispatch log report and search for the specific alert. Or **Clear Alarm** which will remove the alert icon from the top right of the screen but will not remove the dispatch log from the dispatch records.