

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 table lists administrator roles with 'Permissions' buttons. The 'Financial Admin' role's 'Permissions' button is highlighted in blue. A red dashed arrow labeled 'A' points from this button to the 'Editing Permissions: Financial Admin' window. This window has a toolbar with icons for users (5), lock, car (1), warning (4), star, a red circle with a white 'B', a list (7), a list (1), and a gear. A red box highlights the main content area containing a list of permissions, each with a checkbox and a description. A red arrow labeled 'C' points to the 'View License Plate Alarms' checkbox. At the bottom of the window is a blue '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 |

| Permission | Description |
|---|--|
| <input type="checkbox"/> View License Plate Alarms | When selected the User will receive Licence Plate alarms on screen |
| <input type="checkbox"/> Receive License Plate Alarms via Email | When selected the User will receive Alarms via Email |
| <input type="checkbox"/> View People Alarms | When selected the User will receive People Alarms on screen |
| <input type="checkbox"/> Receive People Alarms via Email | When selected the User will receive Alarms via Email |
| <input type="checkbox"/> Add New Dispatch Logs | Ability to Add New Dispatch Logs |
| <input type="checkbox"/> Edit Dispatch Logs | Ability to Edit Dispatch Logs |
| <input type="checkbox"/> Edit All Dispatch Logs | Ability to edit existing Dispatch Logs including those from others. |
| <input type="checkbox"/> Open Dispatch Logs | Ability to Open Dispatch Logs |
| <input type="checkbox"/> View Dispatch Logs | Ability to View Dispatch Logs |
| <input type="checkbox"/> Add/Drop Dispatch Logs | Ability to remove the association of a Dispatch log with an Incident |
| <input type="checkbox"/> View Cameras | Ability to View Cameras |

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**

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 | <input type="text"/> |
| Auto Login Address | Login as user ? |

Vehicles Edit

| Status | Plate | Type | Province | Make | Year |
|--------|----------------------|-----------|----------|-------|------|
| Active | <input type="text"/> | Passenger | Ontario | Acura | 2010 |
| Active | <input type="text"/> | Passenger | Ontario | BMW | 2020 |
| Active | <input type="text"/> | 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

? Locker User Type

Username

User Directory

Unique ID

Email Address

Password

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

Salutation

First Name

Middle Name

Last Name

Permanent Mailing Address

City

No Aliases ?

People Alarm

Licence Plate Alarm

Comment regarding licence plate alarm.

Viewing People Alarms

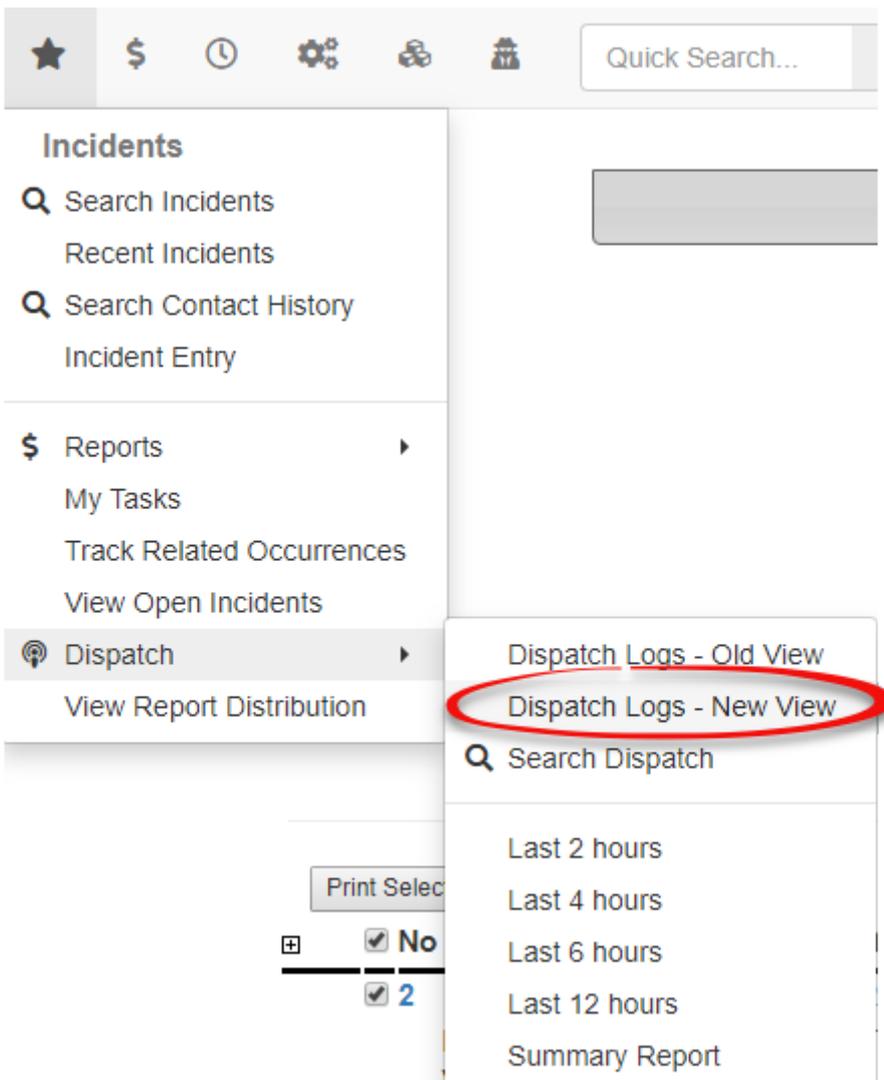
You can view the alarms and dispatch logs from the top right panel on the admin side. All of the alarms associated to a profile or plate are rolled up into a single dispatch log if the alarm is sent within 30 minutes from the first. Otherwise it will start a new dispatch record. This is to stop a large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



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