

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 a 'Permissions' button next to each. A red dashed arrow labeled 'A' points from the 'Permissions' button for the 'Financial Admin' role to the 'Editing Permissions: Financial Admin' panel on the right. In this panel, a red box highlights the permissions section. A red dashed arrow labeled 'B' points to the 'People Alarms' icon in the top navigation bar. A red arrow labeled 'C' points to the 'View People Alarms' checkbox, which is selected. Below it, the 'Receive People Alarms via Email' checkbox is also selected. The 'Save Permissions' button is at the bottom of the permissions list.

Administrator Roles	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

- ☐ 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 ▾LockersVehiclesParkingPaymentsHistory ▾Incident History

Rockwood, James (jrockwood)

Basic Profile Information

Edit

Enabled

Yes

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 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

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

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



