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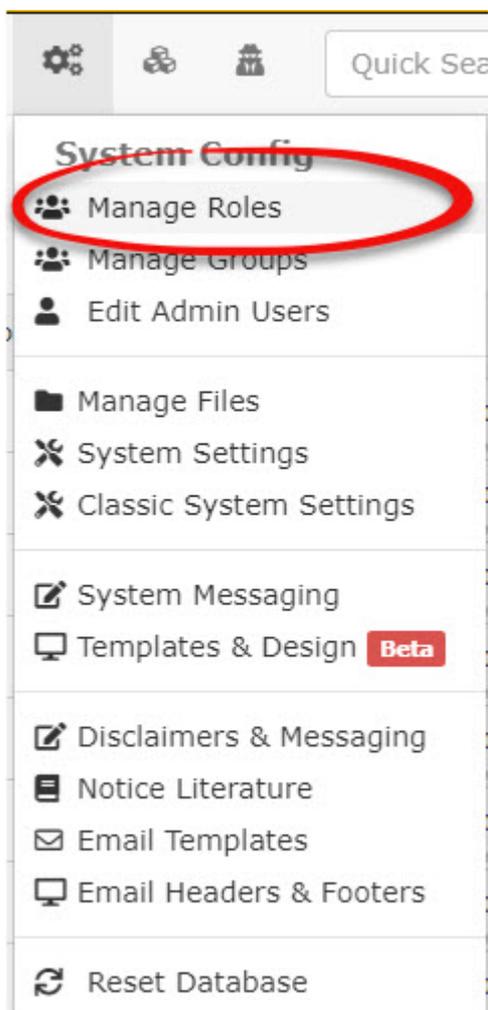
From here we can go into the **Role** we wish to manage and under the **Dispatch** section we can toggle all the settings related to dispatch logs and alarms.

Manage Administrator Roles

Administrator Roles		
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: Administrator

👥 7 🔒 🚗 ⚠ 2 ★ 2 📡 4 `Dispatch` $ 3 📄 2 ⚙ 14

✔ 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

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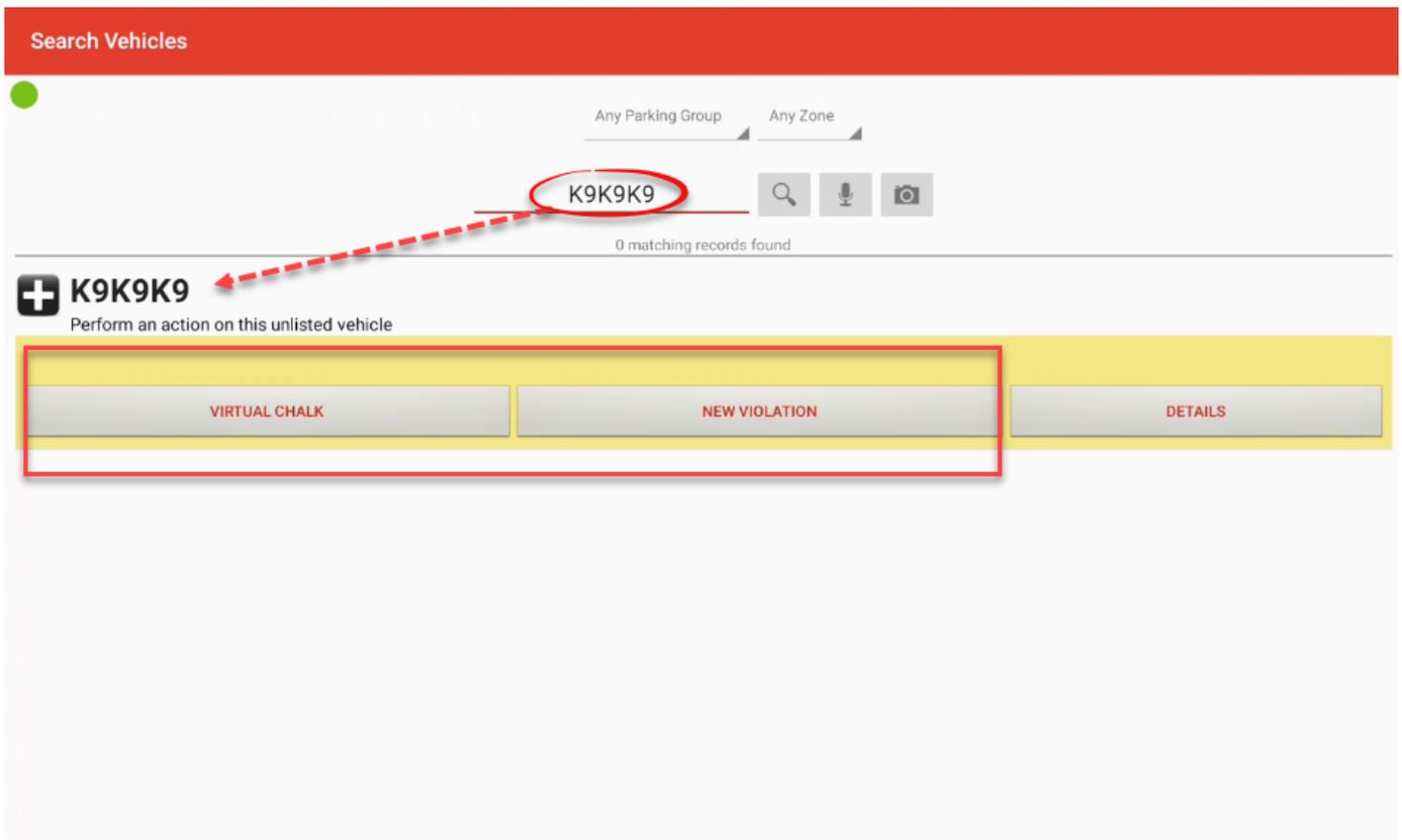
If you are on the admin-side, then you would need to issue a violation or incident which will give you an option to add a new vehicle. You are then prompted to update the correct vehicle information which is where the alarm can be added.

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		**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.
Up To and Including		

Search

3 Vehicles on Record.

		Plate	Plate Type	Province	Make	Model	Driver			Violations ❓		Incidents ❓
⟲	🚗	**JROCK**	passenger	ON		Mini Van	Rockwood, James	jrockwood	✉	6	➕	1
⟲	🚗	**JROCK**2	passenger	ON		Sports Car	Rockwood, James	jrockwood	✉		➕	
⟲	🚗	**JROCK**3	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
📍	IMAGE NOT FOUND	✏👁	🪪	JROCK	-ON			⭐		2020-10-29 15:14
📍	IMAGE NOT FOUND	✏👁	🪪	JROCK	-ON			⭐		2020-09-29 16:59
📍	IMAGE NOT FOUND	✏👁	🪪	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.
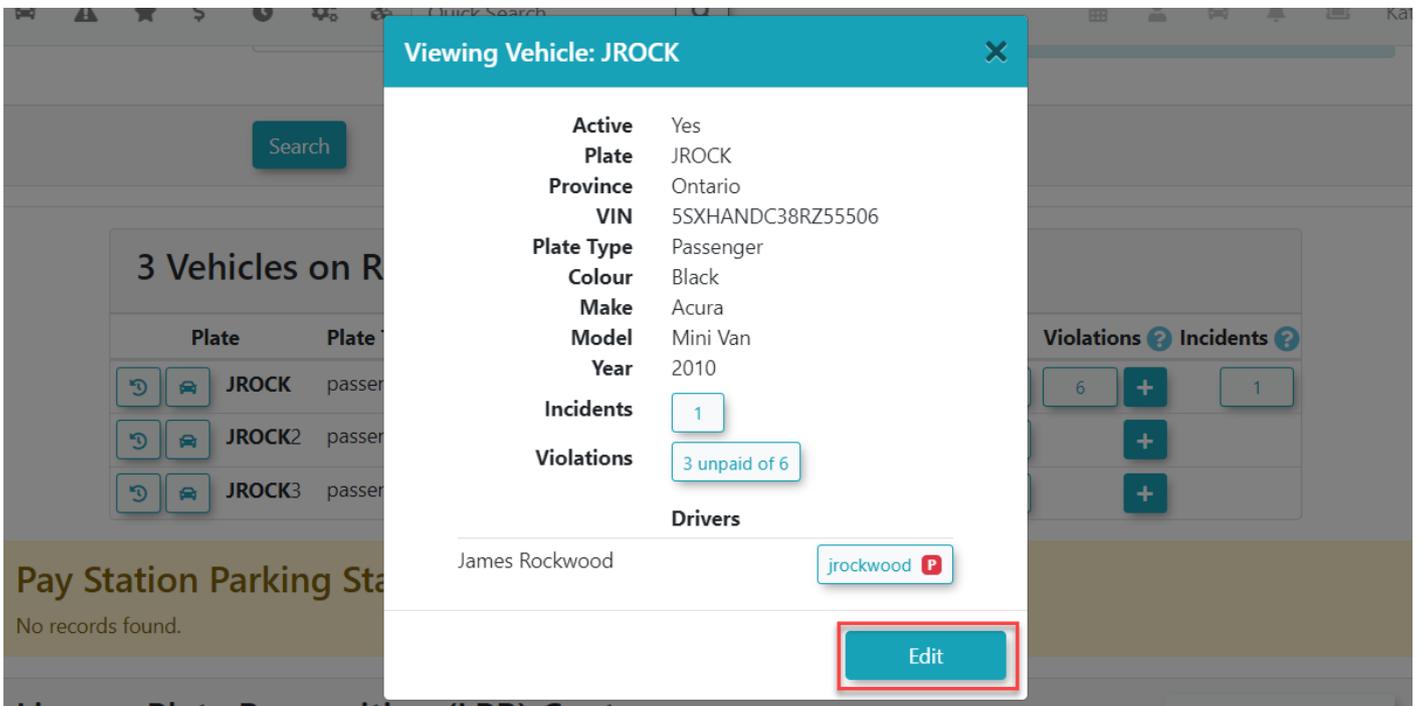
Finding the Plate

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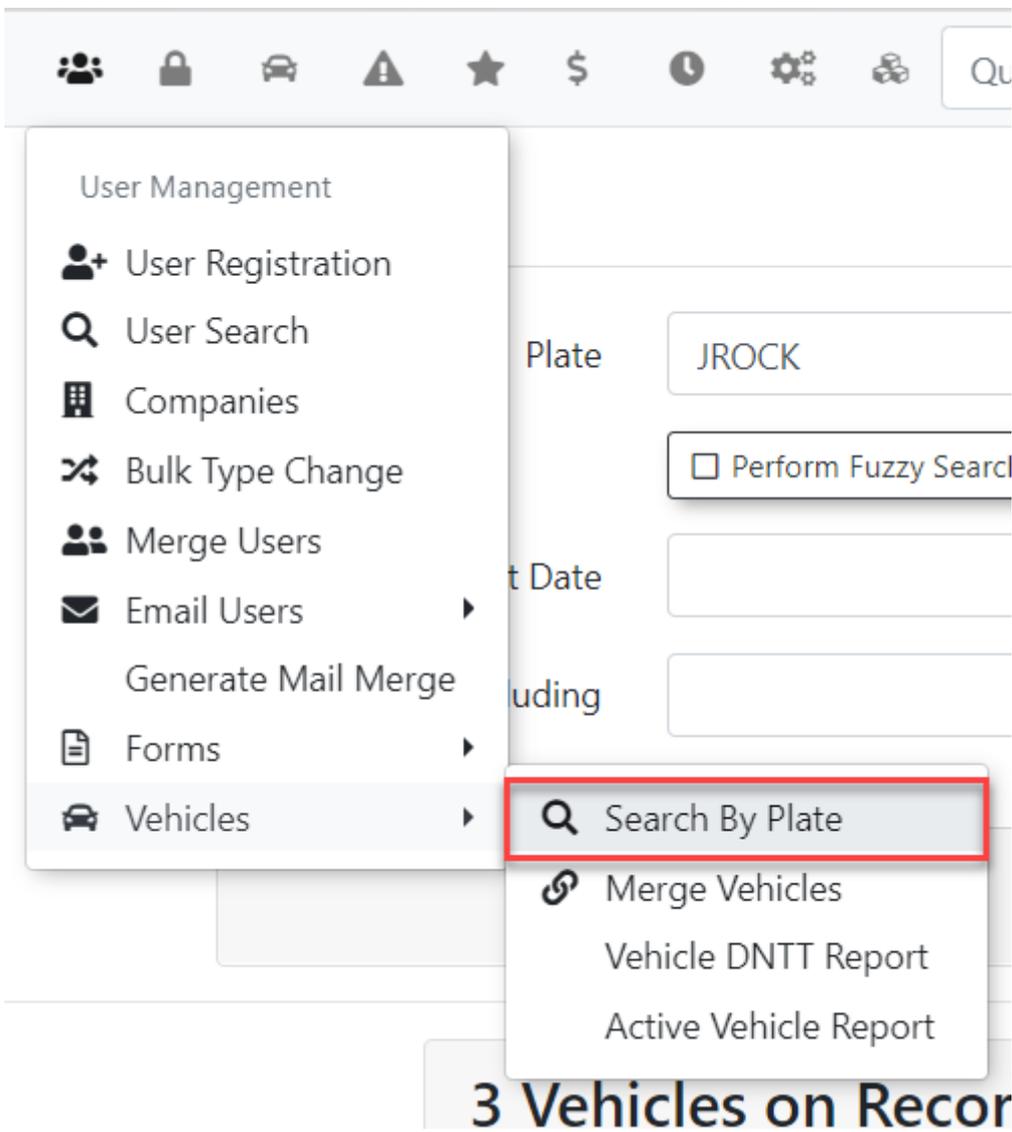
From here enter the plate we wish to add the alarm too and then click on the **Vehicle Info** icon, in this example I have added a plate with no profile called JROCK that we will add an alarm to.

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.

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

[Search]

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
🗺	IMAGE NOT FOUND	✏👁	🖼	JROCK	-ON			⭐ ▮	2020-10-29 15:14
🗺	IMAGE NOT FOUND	✏👁	🖼	JROCK	-ON			⭐ ▮	2020-09-29 16:59
🗺	IMAGE NOT FOUND	✏👁	🖼	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.

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**.

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.

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)

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