

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 is selected. On the right, the 'Editing Permissions: Financial Admin' panel is shown, containing a list of permissions with checkboxes and descriptions. A red dashed arrow points from the 'Permissions' button for 'Financial Admin' to the 'Permissions' configuration panel. A red box highlights the 'Permissions' configuration panel, and a red arrow points to the 'View License Plate Alarms' permission.

Administrator 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

- 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**

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 ?

[Edit Aliases](#)

People Alarm

Licence Plate Alarm

Comment regarding licence plate alarm.

[update](#)

Viewing People Alarms

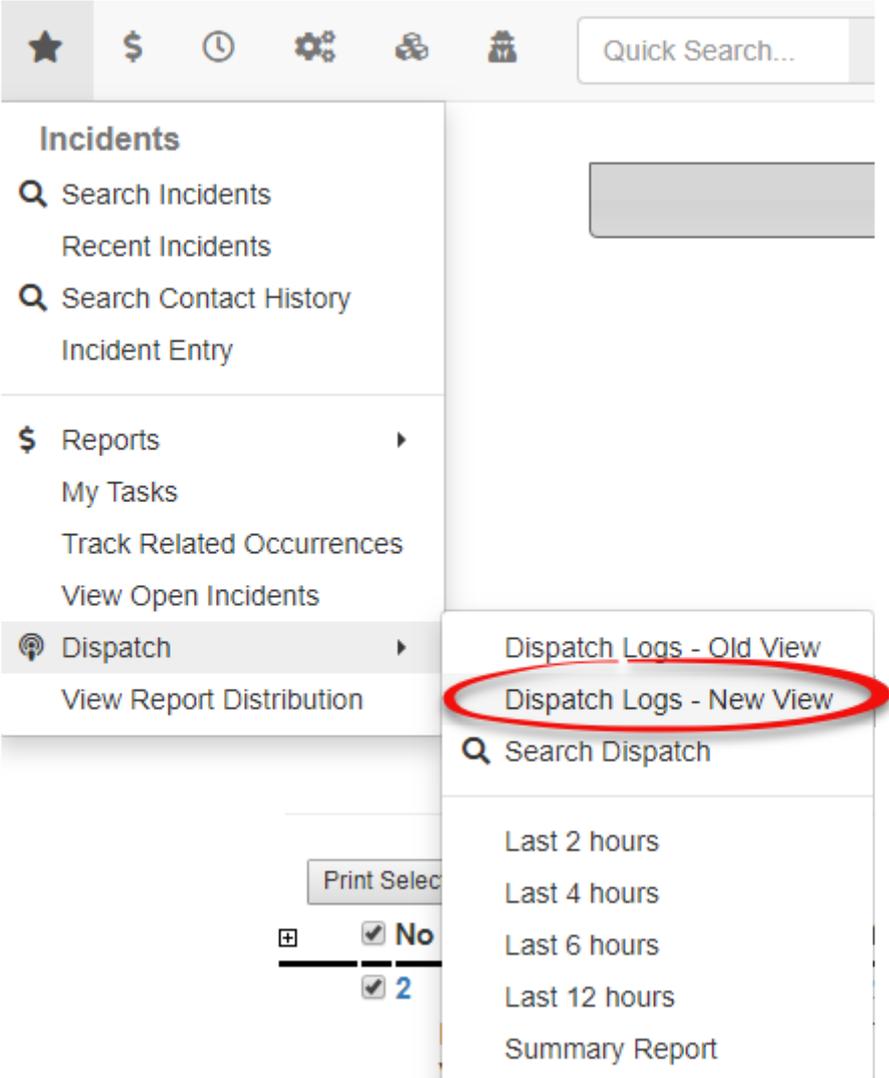
You can view the alarms and dispatch logs from the top right panel on the admin side. All of the alarms associated to a profile or plate are rolled up into a single dispatch log if the alarm is sent within 30 minutes from the first. Otherwise it will start a new dispatch record. This is to stop a large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



Updated 26 July 2024 09:58:00 by Cameron