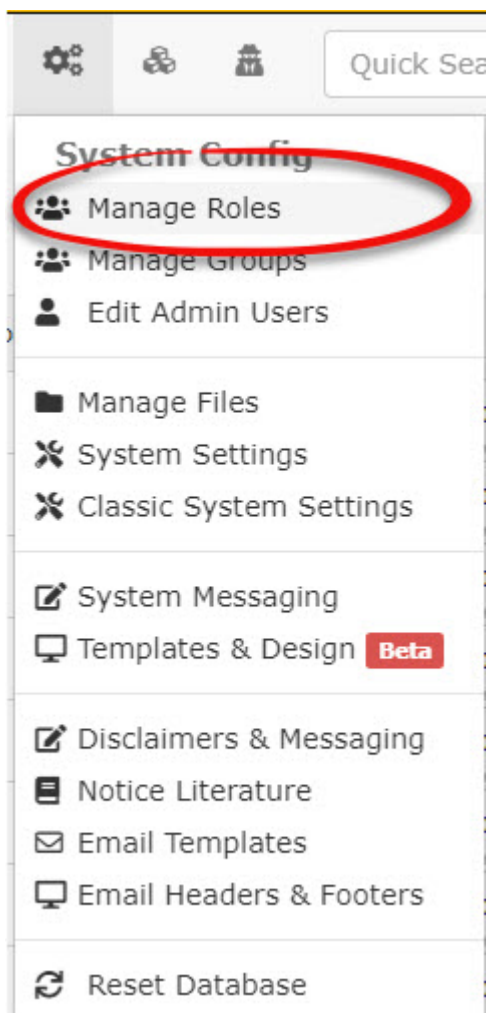


# Plate and Vehicle Alarms

## 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 users (7), locks, vehicles, alerts (2), stars (2), a 'Dispatch' button, a location pin (4), a dollar sign (3), a calendar (2), and settings (14). Below this, a list of permissions is shown, each with a checkbox and a description. The permissions are: '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). A 'Save Permissions' button is at the bottom.

## 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". Below this, there is a vehicle entry for "K9K9K9" with a black plus icon to its left. Below the vehicle name is the text "Perform an action on this unlisted vehicle". A red dashed arrow points from the search input field to this vehicle entry. Below the vehicle entry, there 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

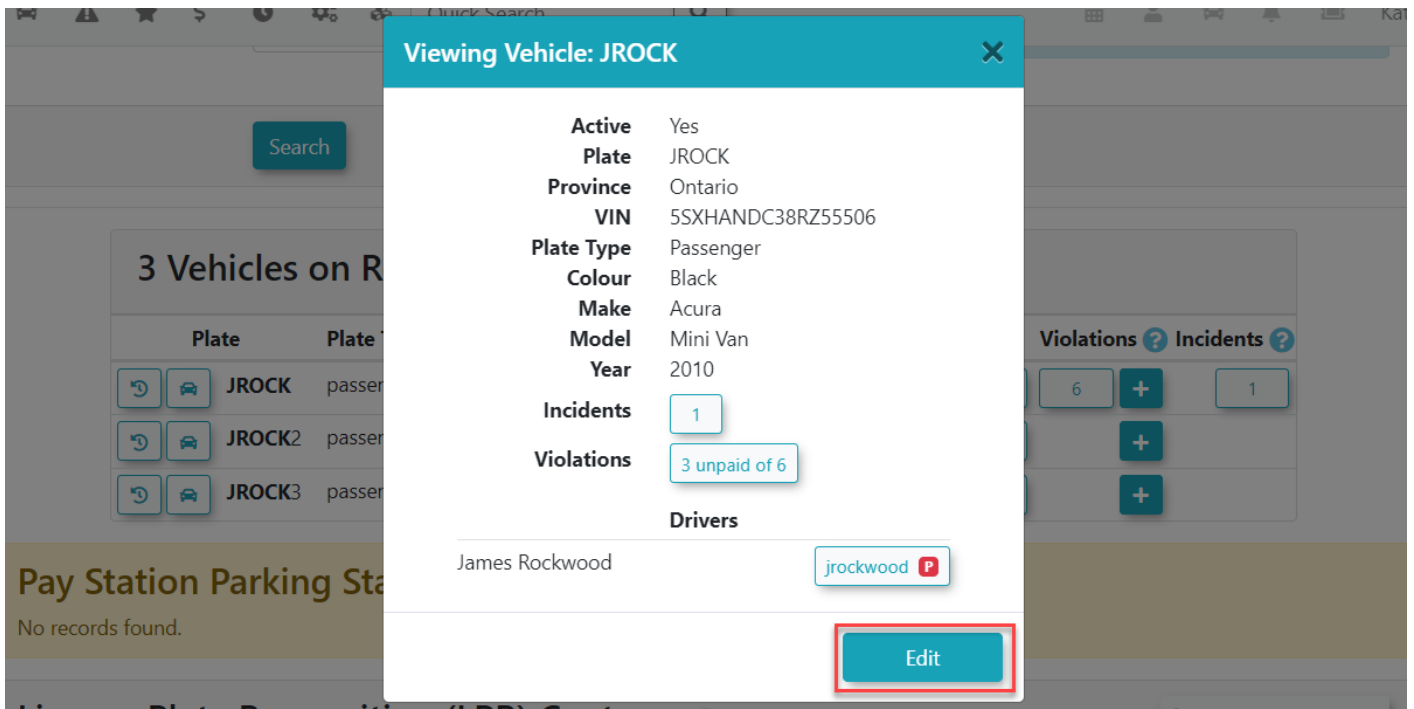
No records found.

### Licence Plate Recognition (LPR) Captures ?

▶ Auto refreshing paused

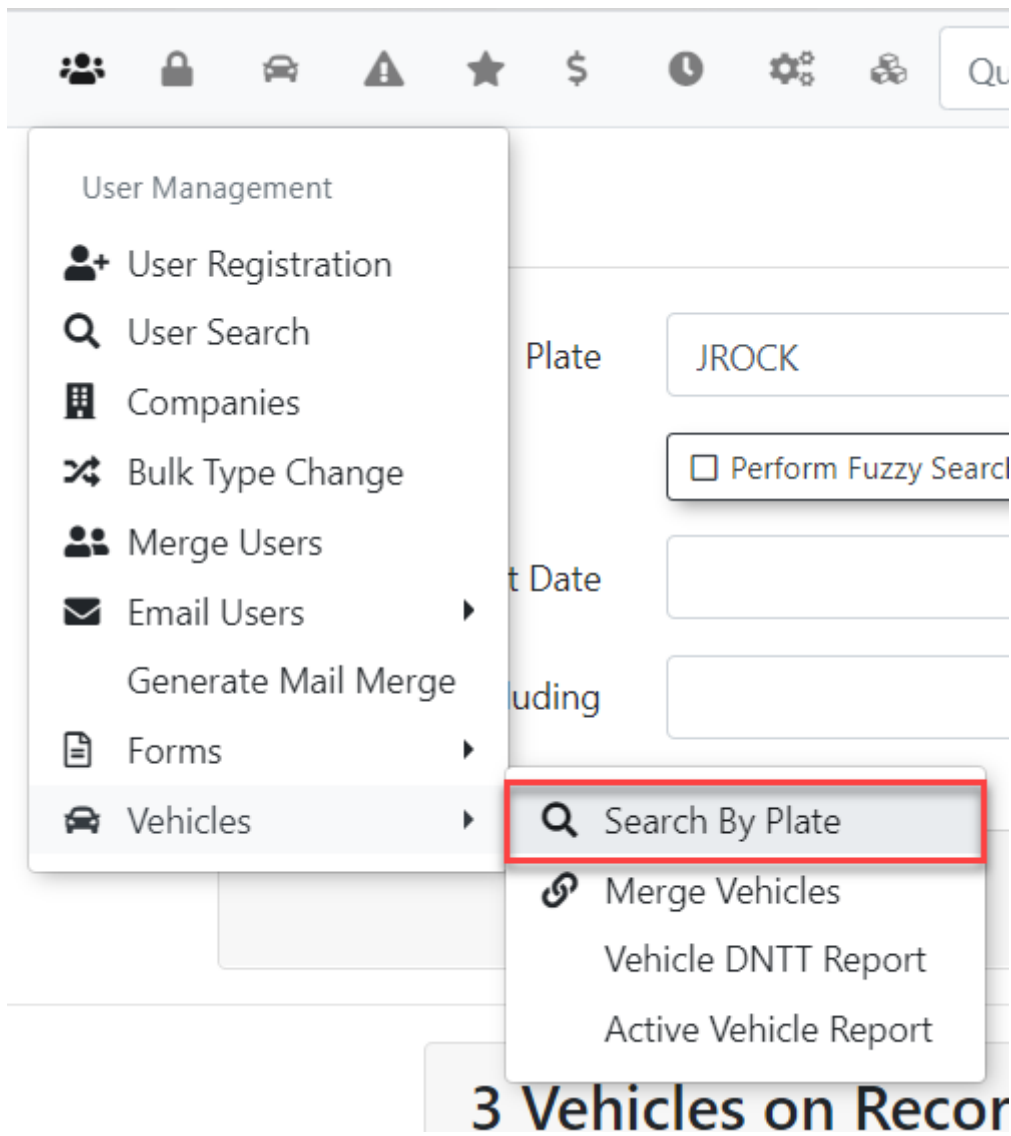
Permit	Plate	OCR	Speed	Writer	Recorded
	JROCK -ON				2020-10-29 15:14
	JROCK -ON				2020-09-29 16:59
	JROCK -ON				2020-09-28 14:28

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		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

## 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)

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