

## People Alarms

**People Alarms** in OPSCOM provide a critical safety and monitoring feature by allowing administrators to flag specific user profiles with alerts. When an event associated with a flagged user occurs, the system triggers a visual alarm, notifying relevant administrators to take appropriate action. This article outlines how to set up alarm permissions, add people alarms to user profiles, and view/clear these alarms.

### Setup & Configuration

#### System Settings

There are a number of system settings you can change on the **Alarms** tab.

- **People Alarm Append Threshold** - the number of minutes before an alarm will create a new dispatch log entry instead of appending to an existing one.
- **People Alarm Dispatch SubID** - You can set the subID for consistency.
- **Allowed Alert Emails** - You enter the addresses of the systems that will be populating alerts into OPSCOM. To add recipients of alerts, use the [setting in this wiki article](#).

Before administrators can effectively use the alarm system, the necessary dispatch permissions must be assigned to their administrative roles.

#### Setting up Alarm Permissions

1. Click **System Configuration, Admin Management** and click **Manage Roles**.
2. Select the administrative role you wish to modify by clicking its **Permissions** button.
3. Within the **Editing Permissions** screen, under the **Dispatch** category, select the permissions related to alarms (e.g., **View Alarms, Clear Alarms, Add Alarm Comment**).
4. Click **Save Permissions** at the bottom of the page when you are finished.

## Adding People Alarms to Users

People Alarms are configured directly within a user's profile.

1. Click **User Management, User Search**
2. Search for and select the user to whom you wish to add a People Alarm.
3. Click the **Edit** button next to their **Basic Profile Information** section.
4. This will take you to the **Edit User Profile** window.
5. Locate the option to toggle the **People Alarm**.
6. **Toggle this option On**. Once toggled, you will gain the ability to add an **Alarm Comment** in the provided field.

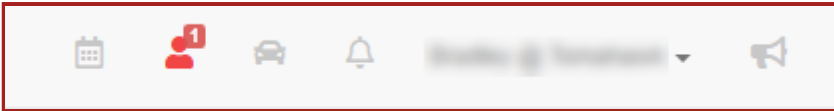
Note: The **License Plate Alarm** and **Plate Alarm** messages will both share this same comment.

- Even if a user's profile does not have alarms explicitly toggled on or an alarm comment associated, the system will still be alerted if an API call for a specific student/staff number triggers an alarm.
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## Using this Feature

### Viewing People Alarms

Administrators can view active alarms and dispatch logs directly from the top-right panel on the admin side of OPSCOM.



- All alarms associated with a specific user profile or license plate are consolidated into a single **Dispatch Log** entry if the alarm is triggered within 30 minutes of the first alarm related to that profile/plate. This prevents a large number of individual alarms from flooding the system. If more than 30 minutes pass, a new dispatch record will be created.
- If an API call for a person alarm is triggered with an **unknown student/staff account number**, it will be routed to the **generic alarms** section. This is typically indicated by a **bell icon** next to the people and plate alarms section. These generic alarms will also continue to be rolled up into the same dispatch log within 30 minutes of the first alarm.

### Clearing Alarms

You can clear an alarm from your view if you no longer need to be notified about it.

- To clear an alarm, locate it in the alarms panel and select the clear option.

**Important:** Clearing an alarm only removes the alert from the **administrator who cleared it**. The alarm will remain visible for other administrators until they choose to clear it for themselves.

- Even after an alarm is cleared from active view, it can still be accessed and reviewed from the [Dispatch Log Report](#) for historical reference.

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## Best Practices & Considerations

- **Clear Alarm Comments:** Use concise and actionable alarm comments (e.g., "Student requires escort," "High-risk individual"). This ensures rapid understanding and appropriate response from administrators.
- **Role-Based Notifications:** Ensure that administrators who are responsible for responding to people alarms have the correct dispatch permissions configured.
- **Timely Clearing:** Encourage administrators to clear alarms once they have been addressed. This helps keep the active alarm panel relevant and reduces notification fatigue.
- **Integration with Protocols:** Integrate the use of People Alarms with your organization's emergency or response protocols. Ensure all relevant staff know what actions to take when an alarm is triggered.
- **Regular Review of Dispatch Logs:** Periodically review the **Dispatch Log Report** to monitor alarm trends and ensure response effectiveness.