



User Manual


Instruction for the Registration
And Operation of  SmartPac
Touch

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1. Logging on to SmartPac Touch

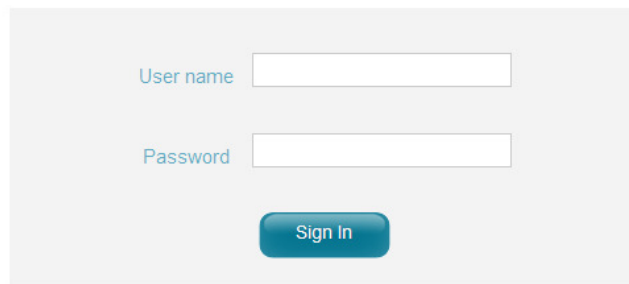
Screen Objective	Log on to the SmartPAC Touch System
Screen Access	www.smartpactouch.com

First time users need to 'Register'. Please follow the on screen instructions and an e-mail will be sent to confirm your new details. See Appendix to see how to register.



Welcome to SmartPac Touch – a unique system allowing you total control over your Security Alarm system. Using this system, you can view activity, change your nominated keyholders as well as just ensuring that all your information is up to date for peace of mind. In order to log on, you MUST be an authorised customer of the CMRS Alarm Receiving Centre. If you are not sure about this, please contact your alarm maintainer.

[Click here to view license agreement](#)

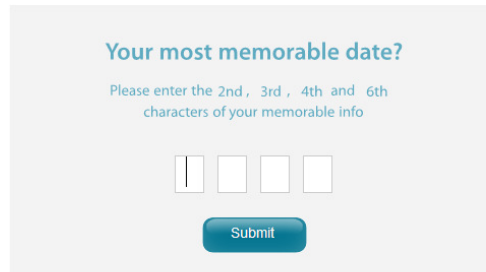


The login form is a light gray rectangular box. It contains two text input fields: the first is labeled 'User name' and the second is labeled 'Password'. Below these fields is a blue button with the text 'Sign In' in white.

[Register](#) [Forgotten Details?](#)

Note: This website has been tested to work best with IE7 and above

If you forget your login/password click on 'Forgotten Details and you will be prompted for the email address you used when you registered, your username and password will then be emailed to you. If you've forgotten you're memorable information then you need to contact your alarm installer who will be able to access your details.

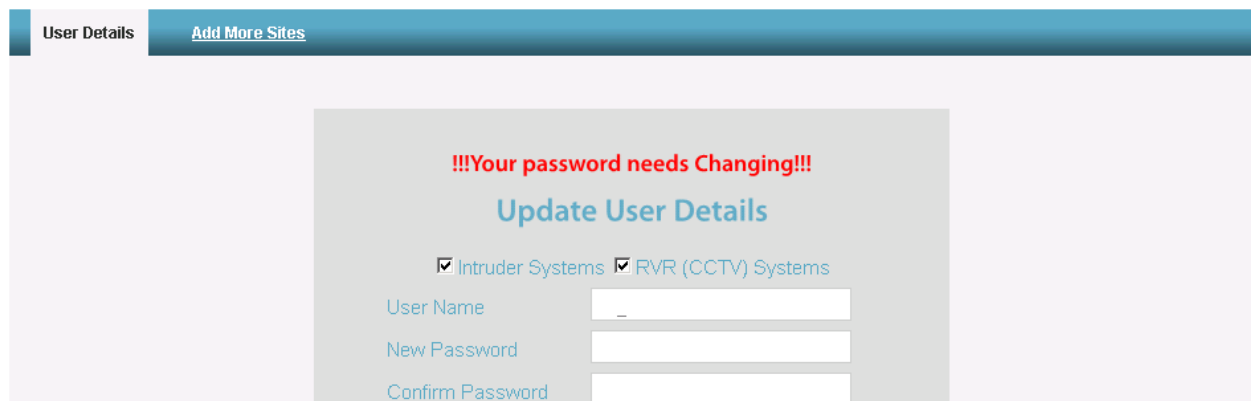


Your most memorable date?

Please enter the 2nd , 3rd , 4th and 6th characters of your memorable info

Submit

You will be prompted for random characters from one of your memorable information questions asked at the registration process (above).



User Details [Add More Sites](#)

!!!Your password needs Changing!!!

Update User Details

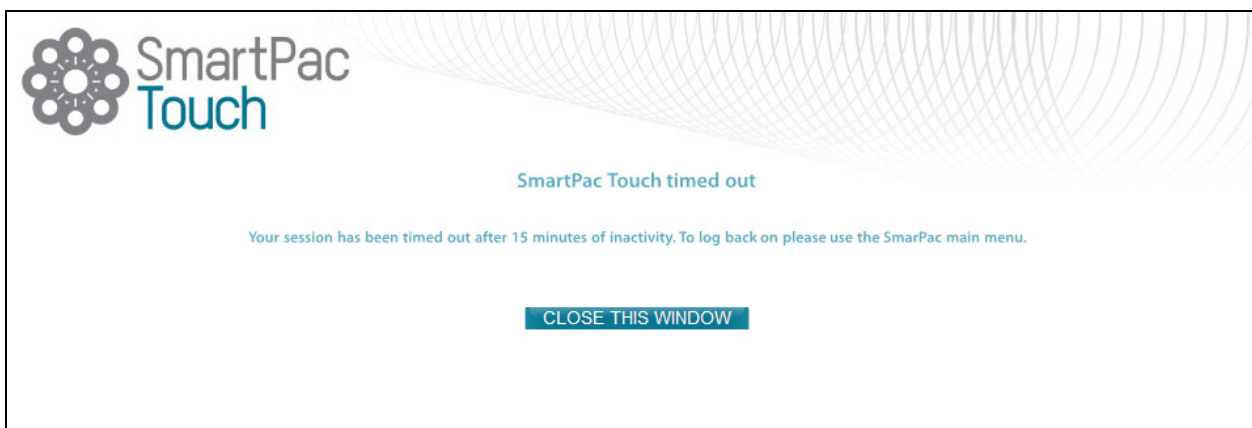
☒ Intruder Systems ☒ RVR (CCTV) Systems


User Name

New Password

Confirm Password

The first time you log on to the system, after receiving your details via email you will need to update your password for security reasons.



 SmartPac
Touch

SmartPac Touch timed out

Your session has been timed out after 15 minutes of inactivity. To log back on please use the SmartPac main menu.

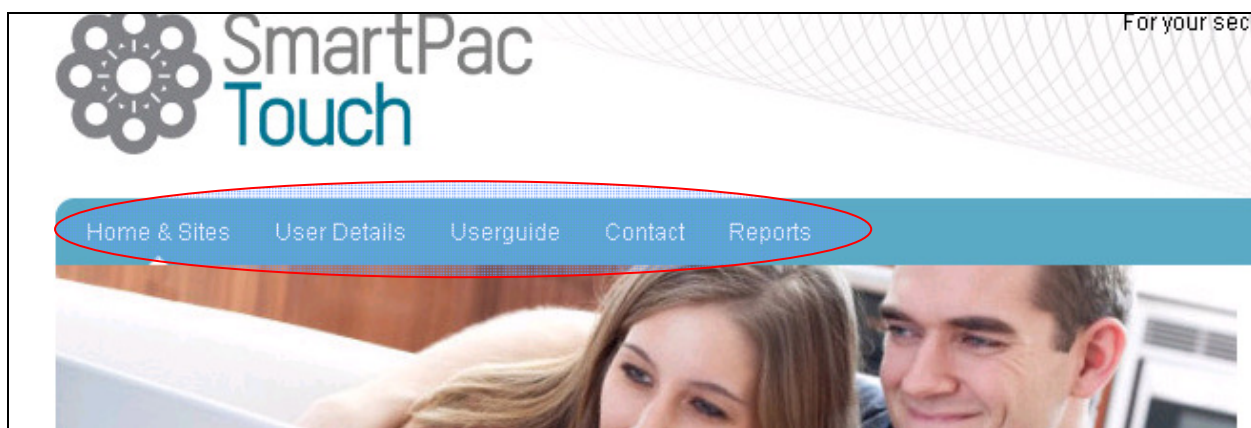
CLOSE THIS WINDOW

If you leave your desk or do not use the software for more than 15 minutes you will be automatically logged out for security reasons.

2. Desktop and pull down menus

Screen Objective	Accessing Pull Down Menus - Homepage
Screen Access	Click on the headings to access all options

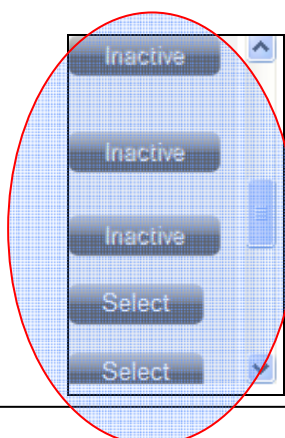
Always 'Log Out' when you have finished using SmartPac Touch.



The 'Toolbar' allows access to various options. 'Home and Sites' is your starting point. This is your homepage and will list your available sites.

CS No	Service Co.	Alt ID	Site name	Site address	City	Post Code	
LW00007134	1	LWD002	TMBC LONE WORKER 2	WELLINGTON ROAD	ASHTON UNDER LYNE	OL6 6DL	Select
TN123452	1884	123452	SMARTPAC TRAINING SITE 2	70 THE VAN	ROSE LANE	SUTTON ON SEA	LN11 7NU
TN123453	1884	123453	SMARTPAC TRAINING SITE 3	43 LOW STREET	INVERDALE	BLOGSHIRE	CW14REW
TN123454	1884	123454	SMARTPAC TRAINING SITE 4	FILLY LANE	HORSELY	NOTTINGHAM	NG158PC
TN987504	1884	BOO	SMARTPAC NOTTINGHAM	KEEP ROAD	RADFORD	NOTTINGHAM	NG10 4RT

The right hand side of this screen allows you to scroll up or down by dragging the arrow. This example shows both active and 'inactive' sites. To view and amend sites please refer to the section titled 'Add More Sites to View.'



News Centre

ARC Manual

05/08/2009 00:00:00

The ARC Manual has been updated to version 16 Please read in full as several operational procedures have been updated

Change in Policy

05/08/2009 00:00:00

We have several new documents such as Guide to EN50131 RedCare Block Terminals BT 21CN PA Intervention BS 8473 Changes to No Response and Line Fail Alarms These can be found in our SmartPAC Links - Documents folder to the right of this news page. Keith Pendlebury National Operations Manager

Useful Links

Forums

Discuss, comment on and make suggestions about SmartPac.

Administrative & Operational Booklet

View the latest Administrative & Operational Booklet.

Service Disruptions

Review any of the latest Service Disruptions.

Survey

Please take time to complete this survey to enable us to improve the site.

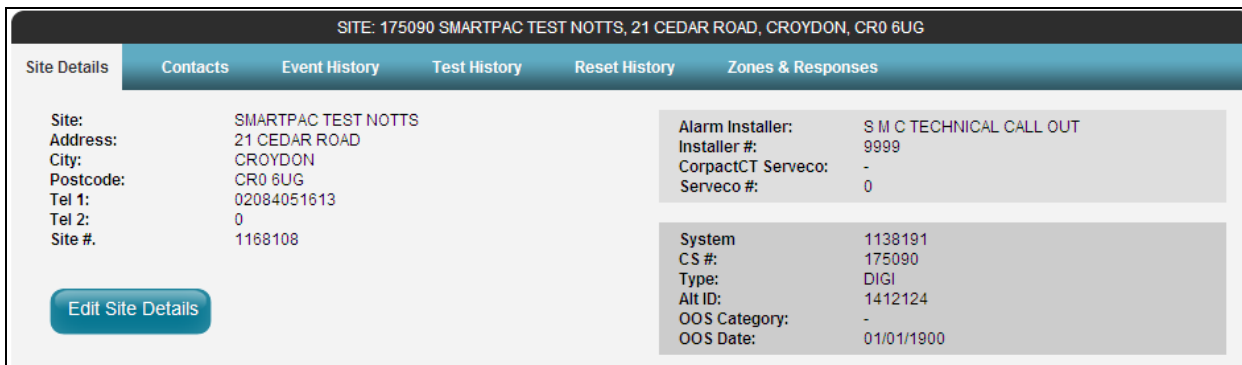
The rest of the homepage will detail news updates and other important information. To move around the desktop, either click on a heading or hyperlink.

3. Editing Site Details

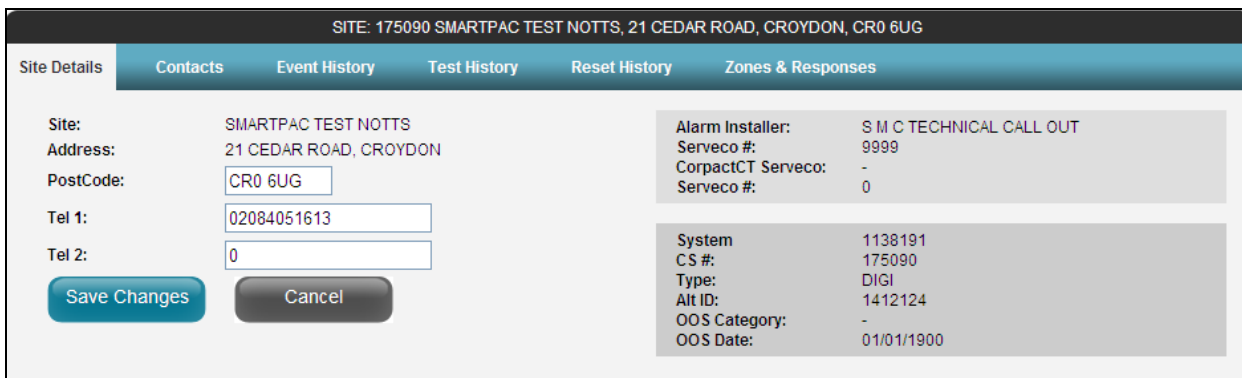
Screen Objective	Editing site details
Screen Access	Home and Sites Homepage – Select – Site Details – Edit Site Details

Select

The Select button enables you to access more details for an individual site.



The 'Edit Site Details' button allows you to change information, i.e. postcode and telephone number.



We must have a Site telephone number (Tel 1 :). A second site telephone number (Tel 2 :) is optional.

Save Changes

Cancel

Remember to click on 'Save Changes' when you've finished. Or 'Cancel' if you've changed your mind.

Please always use CAPITAL letters where possible.
Please do not type any spaces in your telephone numbers as these can be interpreted as zeros, causing misdials.
Also please do not update Redcare telephone numbers here as this involves a service change via Redcare. Please send us this via SmartForms via your Alarm Company.

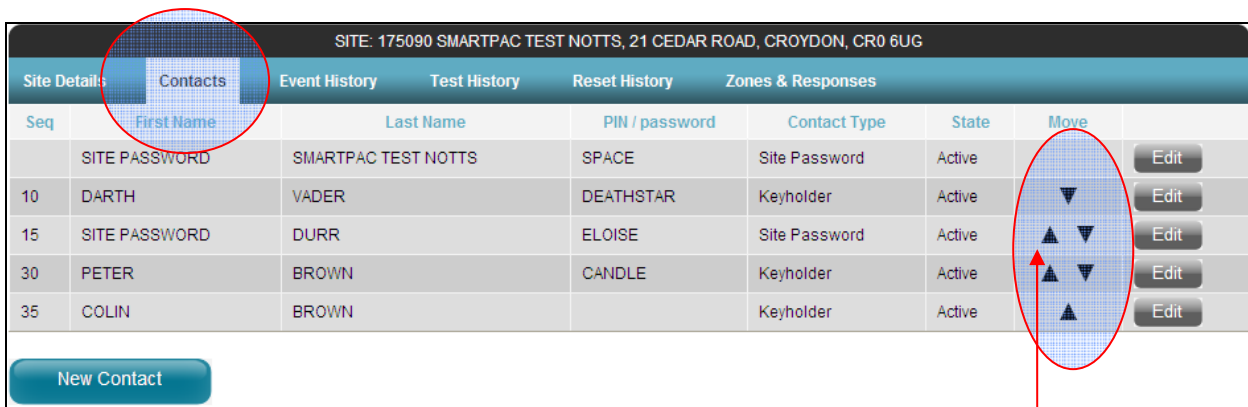
4. Changing Keyholder Details

Screen Objective	Editing keyholder details
Screen Access	Home and Sites – Select your preferred site to update - Contacts

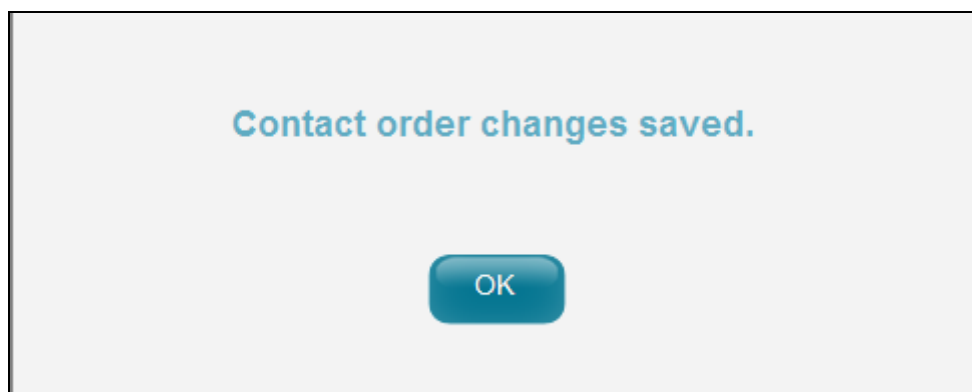


The Select button enables you to access more details.

Keyholders are known as 'Contacts.' Please always use **CAPITAL/Upper** case letters when adding information.



Keyholders can be moved up or down by clicking on the appropriate arrows. You will be reminded that you have updated something or cancelled something with a pop up box. You must click on 'OK' to proceed.



The "Seq" number will be updated automatically following a change.

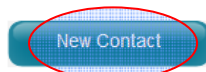
Changing the Contact Callout Sequence

As Contacts are added, the system provides you with a 'Seq', it puts each contact in a call list numbered 10, 20, 30 etc. It is possible to move contacts around the list by altering the 'Seq'. When inputting a new number Administration work in denominations of 5's, or 10's. i.e. If you wish a person to be placed 1st in the call sequence input 10 and press Enter. If you wish the person to be called 2nd, input 20 etc. Site Password remains Seq 1 so it always goes to the top of the list.

4.1 Adding Keyholders

Click on the 'New Contact' button to add a new keyholder.

SITE: 175090 SMARTPAC TEST NOTTS, 21 CEDAR ROAD, CROYDON, CR0 6UG							
Site Details	Contacts	Event History	Test History	Reset History	Zones & Responses		
Seq	First Name	Last Name	PIN / password	Contact Type	State	Move	Edit
	SITE PASSWORD	SMARTPAC TEST NOTTS	SPACE	Site Password	Active		Edit
10	DARTH	VADER	DEATHSTAR	Keyholder	Active	▼	Edit
15	SITE PASSWORD	DURR	ELOISE	Site Password	Active	▲ ▼	Edit
30	PETER	BROWN	CANDLE	Keyholder	Active	▲ ▼	Edit
35	COLIN	BROWN		Keyholder	Active	▲	Edit



The following box appears. Type in the name using **CAPITAL/Upper case** letters. And ensure you click on the 'Active' radio button. Then you will be prompted to add the telephone number.

Details

Phone Numbers

Contact Type: Keyholder

First Name: FRED

Last Name: BLOGGS

Address 1:

Address 2:

City:

Post Code:

Start Date (dd/mm/yyyy): 23/04/2010

End Date (dd/mm/yyyy): 01/01/2079

PIN / Password:

State: ☒ Active ☐ Inactive

Add

Cancel

Site Contacts

Press Update to make contact active/inactive on the database.

Details

Phone Numbers

	Telephone Num	Phone Type	Active Until	Inside/Outside of	Start Time	End Time	Applies for days
Update	01234535888888	24 HRS	01013013	Inside Of	00:00	00:00	
Cancel	Telephone number must begin with a 0, have at least 11 digits (0-9) and no other characters or spaces.						

The 'Active Until' field is optional and can be left blank. 'Inside/Outside of' can be left untouched too (unless you need to restrict the times we call a keyholder.) Once 'Update' is clicked, your keyholder will be added. The keyholder can be edited from then on.

[Home & Sites](#)
[User Details](#)
[Administrative & Operational Booklet](#)
[Contact](#)
[Log Out](#)

SITE: TN123452 SMARTPAC TRAINING SITE 2, 70 THE VAN, SUTTON ON SEA, LN11 7NJ

Site Details	Contacts	Event History	Test History	Reset History	Zones & Responses		
Seq	First Name	Last Name	PIN / password	Contact Type	State	Move	
	SITE PASSWORD	SMARTPAC TRAINING SITE 2	CARAVAN	Site Password	Active		Edit
	VRT	VRT FIRE TEST	3452	Authorised User	Active		Edit
6	DUTY	MOBILE	MOBILE	Keyholder	Active	▼	Edit
10	SARA	SMITH		Keyholder	Active	▲ ▼	Edit
20	SYMON	LOBSTER	PINK	Keyholder	Active	▲	Edit
30	FRED	BLOGGS		Keyholder	Active		Edit

[New Contact](#)

Details
Phone Numbers

	Telephone Num	Phone Type	Active Until	Inside/Outside of	Start Time	End Time	Applies for days	Delete	Move
Edit	01158555555	MOBILE		Inside Of	00:00	00:00			

[Add Phone Num](#)
[Close](#)

To add another telephone number, click on 'Add Phone Num.' Remember to leave no gaps in telephone numbers please. To delete a phone number In the Phone numbers tab, click on the 'X. '

Details
Phone Numbers

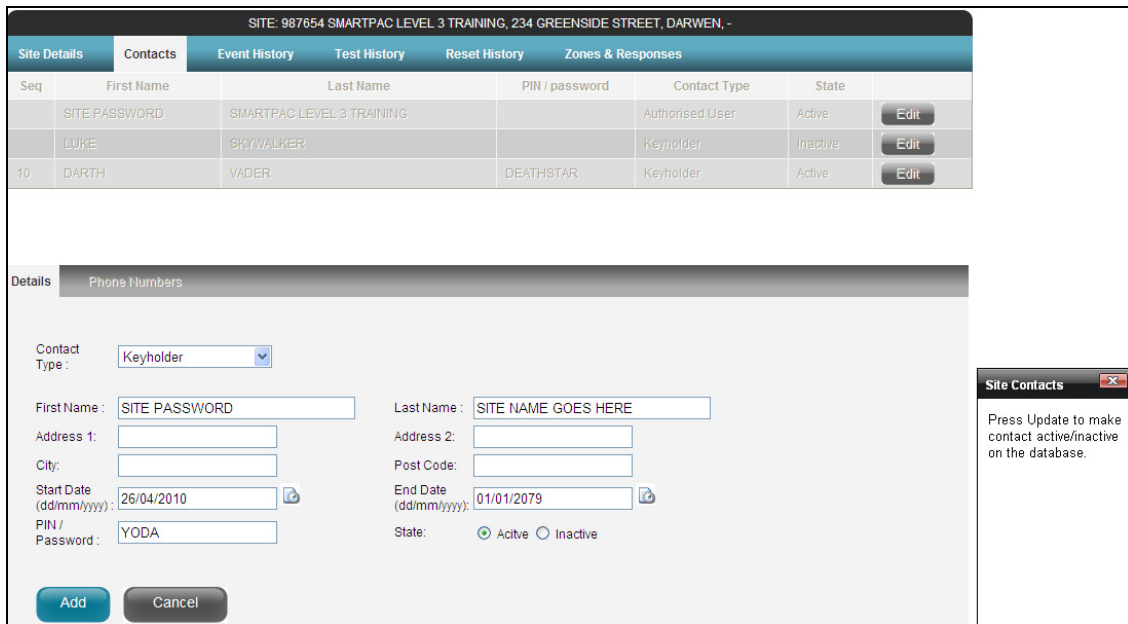
	Telephone Num	Phone Type	Active Until	Inside/Outside of	Start Time	End Time	Applies for days	Delete	Move
Edit	02084051616	HOME		Inside Of	00:00	23:59	SA SU		▼
Edit	0789121232	MOBILE		Inside Of	00:00	00:00			▲

[Add Phone Num](#)
[Close](#)

4.2 Adding a Password

The customers Password/PIN is a maximum of 10 characters. Preferably Letters, to differentiate from engineer codes which we set up as numbers. We do not allow duplicate passwords to be entered into the system. For ease of use, we recommend a global shared site password which can be changed when staff leaves rather than every keyholder having a separate password.

The following screenshot is an example of adding the site password from scratch. As you 'Add' a new keyholder (see previous section) enter the PIN/Password at the same time.



Seq	First Name	Last Name	PIN / password	Contact Type	State	
	SITE PASSWORD	SMARTPAC LEVEL 3 TRAINING		Authorised User	Active	Edit
	LUKE	SKYWALKER		Keyholder	Inactive	Edit
10	DARTH	VADER	DEATHSTAR	Keyholder	Active	Edit

Details

Phone Numbers

Contact Type:

Keyholder

First Name:

SITE PASSWORD

Last Name:

SITE NAME GOES HERE

Address 1:

Address 2:

City:

Post Code:

Start Date (dd/mm/yyyy):

26/04/2010

End Date (dd/mm/yyyy):

01/01/2079

PIN / Password:

YODA

State:

☒ Active
 ☐ Inactive

Add

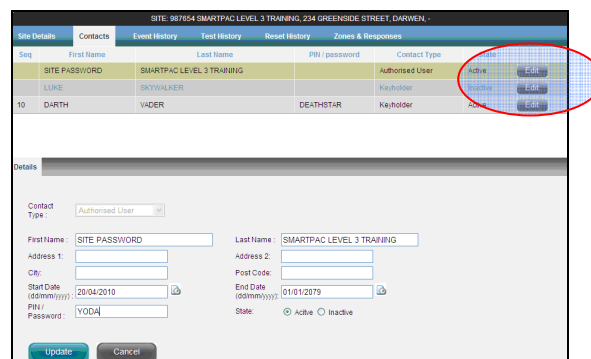
Cancel

Site Contacts

Press Update to make contact active/inactive on the database.

Adding a password to an existing keyholder.

By clicking on the 'Edit' button next to the chosen contact, a password can be added. Another keyholder must be added as per ACPO policy. This states all monitored systems need a minimum of two keyholders who must be contactable within 20 minutes attendance of the premises. We do not leave messages on answer phones as a company policy; please refer to our Operational and Administrative Procedure booklet for more information.



Seq	First Name	Last Name	PIN / password	Contact Type	State	
	SITE PASSWORD	SMARTPAC LEVEL 3 TRAINING		Authorised User	Active	Edit
	LUKE	SKYWALKER		Keyholder	Inactive	Edit
10	DARTH	VADER	DEATHSTAR	Keyholder	Active	Edit

Details

Phone Numbers

Contact Type:

Authorised User

First Name:

SITE PASSWORD

Last Name:

SMARTPAC LEVEL 3 TRAINING

Address 1:

Address 2:

City:

Post Code:

Start Date (dd/mm/yyyy):

26/04/2010

End Date (dd/mm/yyyy):

01/01/2079

PIN / Password:

YODA

State:

☒ Active
 ☐ Inactive

Update

Cancel

4.3 Deleting keyholders

Contacts are not to be deleted from the system; they are set as 'Inactive' contacts and placed into another list which is available for viewing called 'Inactive.' This is useful if you have a site that uses temporary contacts, once the information is input the contact can be moved from the active to inactive list as required

To delete a keyholder. In 'Contacts' choose 'Edit'

SITE: 987654 SMARTPAC LEVEL 3 TRAINING, 234 GREENSIDE STREET, DARWEN, -

Site Details	Contacts	Event History	Test History	Reset History	Zones & Responses
Seq	First Name	Last Name	PIN / password	Contact Type	State
	SITE PASSWORD	SMARTPAC LEVEL 3 TRAINING		Authorised User	Active
	LUKE	SKYWALKER		Keyholder	Inactive
10	DARTH	VADER	DEATHSTAR	Keyholder	Active

Contact Type:

First Name: Last Name:

Address 1: Address 2:

City: Post Code:

Start Date (dd/mm/yyyy): End Date (dd/mm/yyyy):

PIN / Password:

State: ☐ Active ☒ Inactive

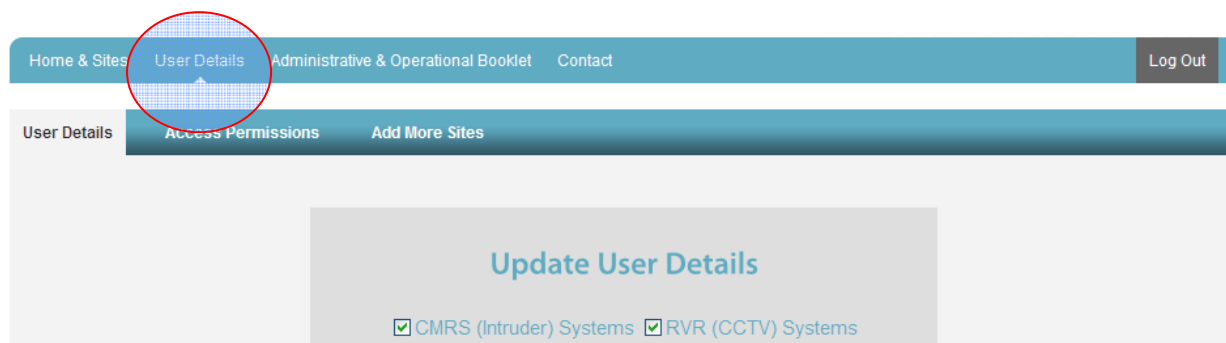
By clicking on the radio button (circle) and changing the 'Active state to 'Inactive', the keyholder will be taken from the live callout list.

We prefer that keyholder lists are straightforward and easy to amend to prevent errors. However some sites have special callout instructions, i.e. call Fred for Fire alarms only. Or always call the security office then Area Manager for some corporate sites. If procedural instructions or special call out lists exist it is very difficult for you to update your own keyholders, so we suggest any changes for these sites are done by our own Administration Department.

5. User Information

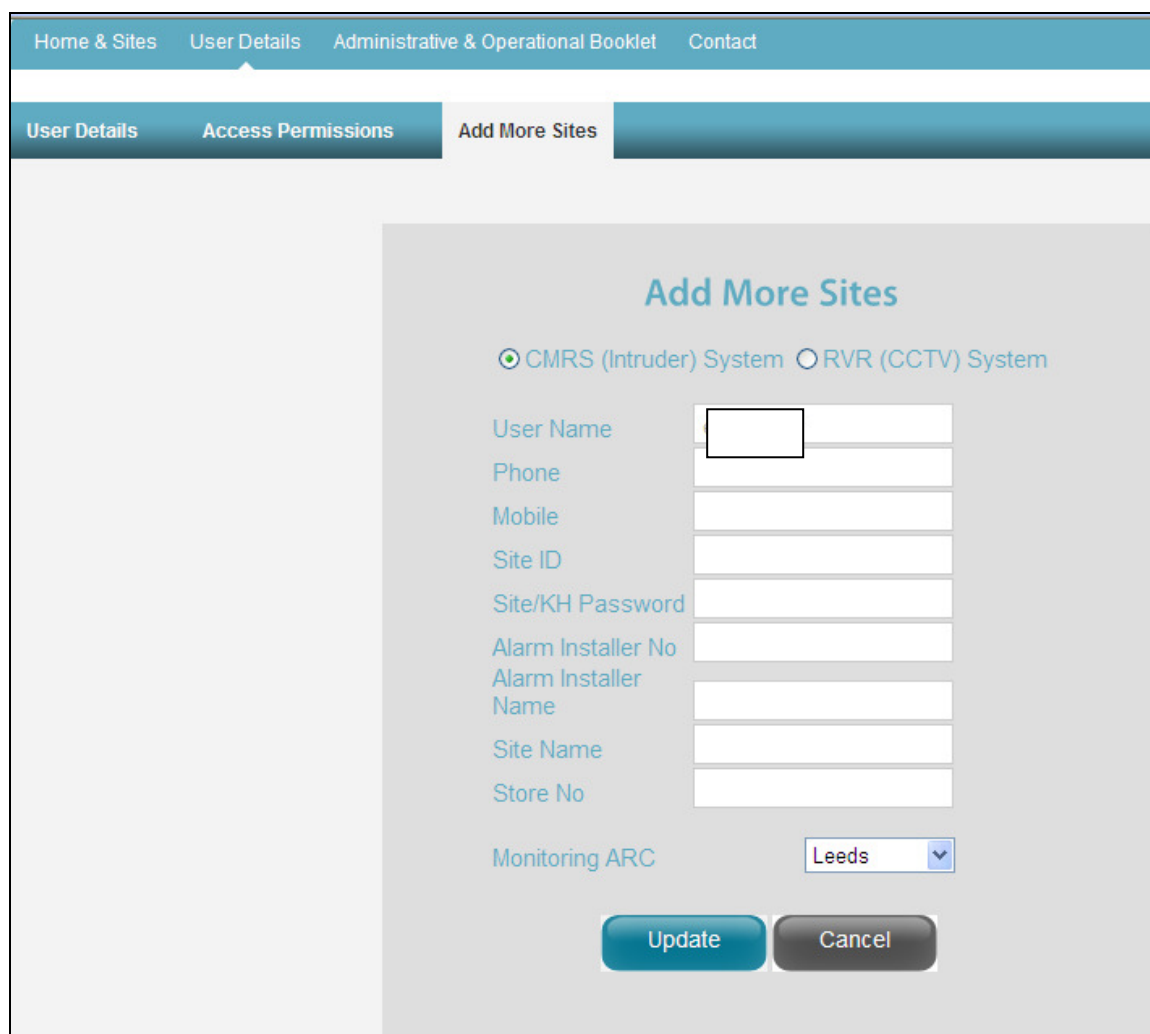
Screen Objective	Amend personal details and see access level
Screen Access	User Details link on the toolbar

You can update your personal details via the 'User Details' link.



6. Add more sites to view

Screen Objective	Populate Touch by adding more sites to view.
Screen Access	User Details – Add More Sites



The screenshot shows the 'Add More Sites' screen within the 'User Details' section. The form includes the following elements:

- System Selection:** Two radio buttons at the top: ☒ CMRS (Intruder) System and ☐ RVR (CCTV) System.
- Input Fields:** A series of text input fields for:
 - User Name
 - Phone
 - Mobile
 - Site ID
 - Site/KH Password
 - Alarm Installer No
 - Alarm Installer Name
 - Site Name
 - Store No
- Monitoring ARC:** A dropdown menu currently showing 'Leeds'.
- Buttons:** 'Update' (blue) and 'Cancel' (grey) buttons at the bottom.

The database is not automatically populated from first use. This is so you can amend basic details or view information on selected sites as and when required.

The 'ADD More Sites' function enables users to view additional sites on MAS or Touchview (RVR CCTV Systems) The site ID is the 'cs number' or 'alt ID' to add, it will only add the site if either the phone or mobile entered matches the phone number on the site or a keyholder for the site. It also tries to validate on the site name and/or a site/keyholder password and alarm installer. If all this matches to MAS then it will make the site available on Touch for the end user to view it.

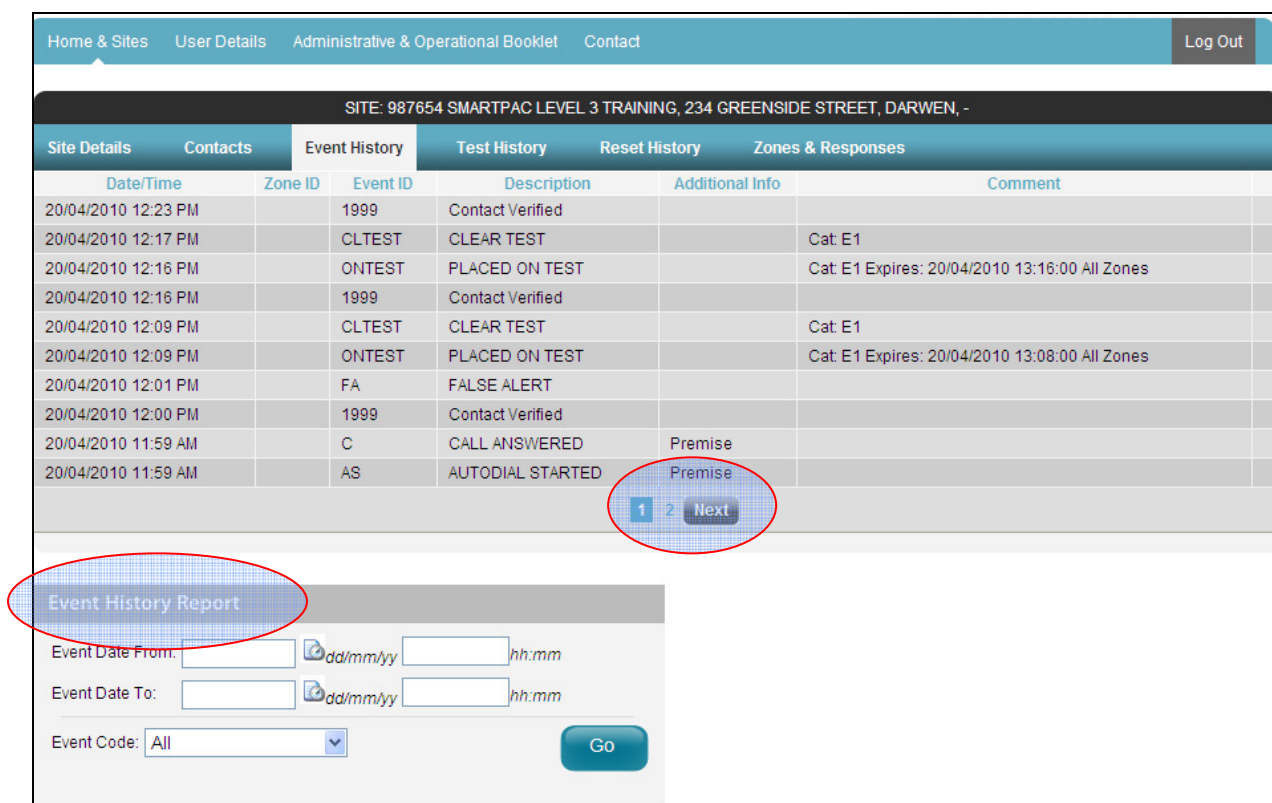
7.To View Event History

Screen Objective	Accessing History – Event log
Screen Access	Home and Sites - Select– Event History

Use the 'Next' button to move to another date/review history. From the left hand side of the screen, the date and time is listed of the event that occurred. The 'EventID' code is explained under the 'Description' heading.

On Lone Worker Alarms this page will lookup the map.

The Event History Report search box is used to produce reports that can be converted to e.g. Excel files.



Useful Terminology:

Alarm Accessed = The time an operator picked the alarm up.

FC = Full Clear - An operator finished all alarm handling instructions.

PC = Part Clear – An operator has to return to complete all alarm handling instructions.

CDO = Critical Data Omission – information is missing that prevents the alarm being handled efficiently. An e-mail is sent to the Alarm Company.

1999 Contact Verified – someone quoted the password as I.D.

HC History Comment = A note left by an operator to leave a log at that time or Admin has their initials and the date i.e. after they amend information sent via SmartForms.

Example of an Event History Report.

Test History Report

Test Date
From:

04/04/2010

dd/mm/yy

0000

hh:mm

Start Time invalid. Must be in the format hh:mm.

Test Date
To:

26/04/2010

dd/mm/yy

0000

hh:mm

End Time invalid. Must be in the format hh:mm.

Go

SITE: 987654 SMARTPAC LEVEL 3 TRAINING, 234 GREENSIDE STREET, DARWEN, -										
Site Details	Contacts	Event History	Test History	Reset History	Zones & Responses					
1 of 1		100%	Find	Next	Select a format	Export				
Event Date	Seq No	Full Clear	Event	Descr	Zone	Comment	Alarm Inc	T		
20/04/2010 12:23:45	847479513	N	1999	Contact Verified	2011					
20/04/2010 12:17:15	847478488	N	CLTEST	CLEAR TEST	2011	Cat: E1		2		
20/04/2010 12:16:58	847478455	N	ONTEST	PLACED ON TEST	2011	Cat: E1 Expires: 20/04/2010 13:16:00 All Zones		2		
20/04/2010 12:16:40	847478403	N	1999	Contact Verified	2011					
20/04/2010 12:09:35	847477256	N	CLTEST	CLEAR TEST	2011	Cat: E1		1		
20/04/2010 12:09:16	847477204	N	ONTEST	PLACED ON TEST	2011	Cat: E1 Expires: 20/04/2010 13:08:00 All Zones		1		
20/04/2010 12:01:55	847476043	Y	FA	FALSE ALERT	2011			235246212		
20/04/2010 12:00:11	847475723	N	1999	Contact Verified	2011			235246212		
20/04/2010 11:59:57	847475650	N	C	CALL ANSWERED	2011			235246212		
20/04/2010 11:59:50	847475636	N	AS	AUTODIAL STARTED	2011			235246212		
20/04/2010 11:59:27	847475574	N	ADDP	Agent Displayed Dispatch Page	2011	Global 304 - PF,CO (PR,CO)		235246212		
20/04/2010 11:59:27	847475573	N	AA	ALARM ACCESSED	2011			235246212		
20/04/2010 11:59:25	847475563	N	1304	INTRUDER (AA)	3 2011			235246212		

SITE: 987654 SMARTPAC LEVEL 3 TRAINING, 234 GREENSIDE STREET, DARWEN, -										
Site Details	Contacts	Event History	Test History	Reset History	Zones & Responses					
1 of 1		100%	Find	Next	Select a format	Export				
Event Date	Seq No	Full Clear	Event	Descr	Zone	Comment	Alarm Inc	T		
26/04/2010 13:53:25	849259947	N	RR	REMOTE RESET	2011	NOT Policed - Birds				
26/04/2010 13:52:45	849259837	N	1999	Contact Verified	2011					
20/04/2010 12:23:45	847479513	N	1999	Contact Verified	2011					
20/04/2010 12:17:15	847478488	N	CLTEST	CLEAR TEST	2011	Cat: E1		2		
20/04/2010 12:16:58	847478455	N	ONTEST	PLACED ON TEST	2011	Cat: E1 Expires: 20/04/2010 13:16:00 All Zones		2		
20/04/2010 12:16:40	847478403	N	1999	Contact Verified	2011					
20/04/2010 12:09:35	847477256	N	CLTEST	CLEAR TEST	2011	Cat: E1		1		
20/04/2010 12:09:16	847477204	N	ONTEST	PLACED ON TEST	2011	Cat: E1 Expires: 20/04/2010 13:08:00 All Zones		1		
20/04/2010 12:01:55	847476043	Y	FA	FALSE ALERT	2011			235246212		
20/04/2010 12:00:11	847475723	N	1999	Contact Verified	2011			235246212		
20/04/2010 11:59:57	847475650	N	C	CALL ANSWERED	2011			235246212		
20/04/2010 11:59:50	847475636	N	AS	AUTODIAL STARTED	2011			235246212		
20/04/2010 11:59:27	847475574	N	ADDP	Agent Displayed Dispatch Page	2011	Global 304 - PF,CO (PR,CO)		235246212		
20/04/2010 11:59:27	847475573	N	AA	ALARM ACCESSED	2011			235246212		
20/04/2010 11:59:25	847475563	N	1304	INTRUDER (AA)	3 2011			235246212		

Select a format to save the report to, i.e. EXCEL, and press Export. You can then alter or e-mail the file as a normal Excel spreadsheet. 'Reselect' to go back and change dates.

8.To view Test History

Screen Objective	Accessing Test Results
Screen Access	Home and Sites - Select- Test History

Use this screen to view just Test results, alternatively use Event History to see all events.

The Test History Report search box is for producing reports.

SITE: 987654 SMARTPAC LEVEL 3 TRAINING, 234 GREENSIDE STREET, DARWEN, -

Site Details	Contacts	Event History	Test History	Reset History	Zones & Responses
--------------	----------	---------------	--------------	---------------	-------------------

Date/Time	Event	Zone	Emp Number	User ID	Comments
20/04/2010 12:17 PM	CLTEST		2011		CLEAR TEST
20/04/2010 12:16 PM			0		
20/04/2010 12:16 PM	ONTEST		2011		PLACED ON TEST
20/04/2010 12:09 PM	CLTEST		2011		CLEAR TEST
20/04/2010 12:09 PM			0		
20/04/2010 12:09 PM	ONTEST		2011		PLACED ON TEST

Test History Report

Test Date From: dd/mm/yy hh:mm
Test Date To: dd/mm/yy hh:mm

Example of a Test History Report

SITE: 987654 SMARTPAC LEVEL 3 TRAINING, 234 GREENSIDE STREET, DARWEN, -

Site Details	Contacts	Event History	Test History	Reset History	Zones & Responses
--------------	----------	---------------	--------------	---------------	-------------------

1 of 1
100%
Find Next
Select a format
Export

Event Date	Event	Zone	Emp Number	User ID	Comments
20/04/2010 12:17:15	CLTEST		2011		CLEAR TEST
20/04/2010 12:16:58			0		
20/04/2010 12:16:58	ONTEST		2011		PLACED ON TEST
20/04/2010 12:09:35	CLTEST		2011		CLEAR TEST
20/04/2010 12:09:16			0		
20/04/2010 12:09:16	ONTEST		2011		PLACED ON TEST

9.Reset History

Screen Objective	Accessing Reset History
Screen Access	Home and Sites - Select– Reset History

If a system is set up to allow for Remote Reset and a Remote Reset code has been given to a customer this can be viewed separately. Alternatively view via the normal Event History screen.




If this screen is blank when you access it, then a Remote Reset has not been given.

SITE: 987654 SMARTPAC LEVEL 3 TRAINING, 234 GREENSIDE STREET, DARWEN, -							
Site Details	Contacts	Event History	Test History	Reset History	Zones & Responses		
Date/Time	Username		Description	Event Comment	Zone	Zone Comment	
26/04/2010 01:53 PM	SITE PASSWORD SMARTPAC LEVEL 3		REMOTE RESET	NOT Policed - Birds			

This screen does not facilitate a search box to run reports. However you can run an 'Event History; report then choose 'Remote Reset' in the drop down 'Event code:' field.

Example:

Event History Report

Event Date From:  dd/mm/yy hh:mm
 Event Date To:  dd/mm/yy hh:mm
 Event Code: 

All
Contact Verified
REMOTE RESET

10.Zones and Responses

Screen Objective	Accessing Zones and their response plan
Screen Access	Home and Sites - Select– Zones and Responses

The 'Zones' page displays a list of channels or pins that the site is set up for, along with full response descriptions. In the event of an alarm the 'Dispatch' column describes what exactly is presented automatically by computer to an operator.

In the following example, Zone 2 or channel 2 is the Personal Attack or Duress. If a URN is present it would be displayed in the 'URN' column. The 'Event Code' 200 is actionable as per the 'Dispatch' column. In this example PF(PF) means that in the day time an operator would just see the Police Force (PF) telephone number to call, so they know its actionable as Police Only The brackets describe what is presented in the day time. *Daytime, means the last Open or Close signal was an 'Open' or 'Disarm' signal. Night time would mean that the last signal was a 'Close' or 'Arm' signal.* The 'Level' column will advise whether the Police attend. This will denote 'On Response' or 'Off Response.' (Withdrawn.)

SITE: 987654 SMARTPAC LEVEL 3 TRAINING, 234 GREENSIDE STREET, DARWEN, -						
Site Details	Contacts	Event History	Test History	Reset History	Zones & Responses	
Service Type	Zone	URN	Effective	Level	Event Code	Dispatch
Fire	1		01/01/1900		121	PR,FB (PR,FB)
Intruder	3	A123456	26/04/2010	On Response	1304	PF,CO (PR,CO)
Open / Close	4		01/01/1900		32	PR,CO (PR,CO)
Open / Close	4		01/01/1900		33	
Open / Close	O/C		01/01/1900		34	
Open / Close	O/C		01/01/1900		35	
Personal Attack	2	A123456	26/04/2010	Off Response	200	PF (PF)

Abbreviations:

PF = Police Force

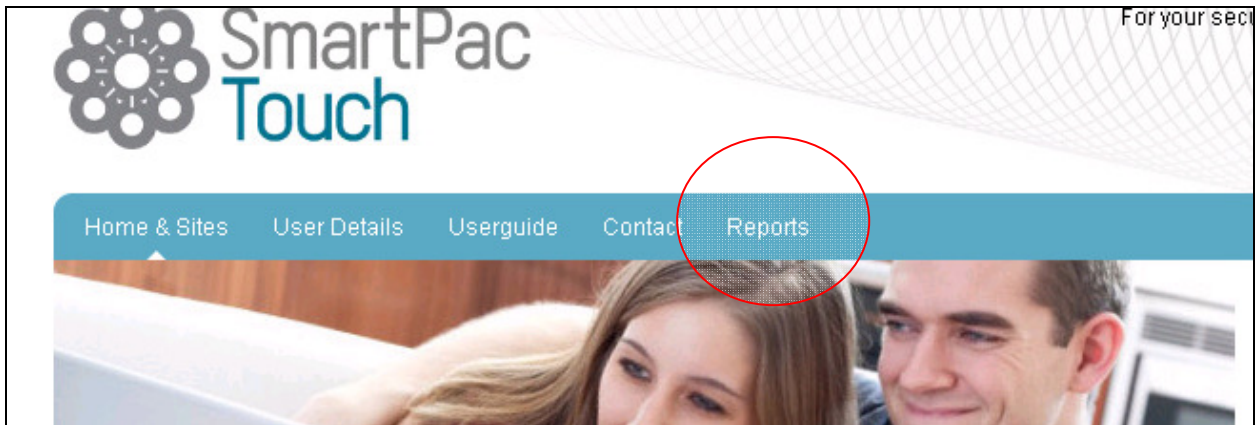
FB = Fire Brigade

PR = Premises

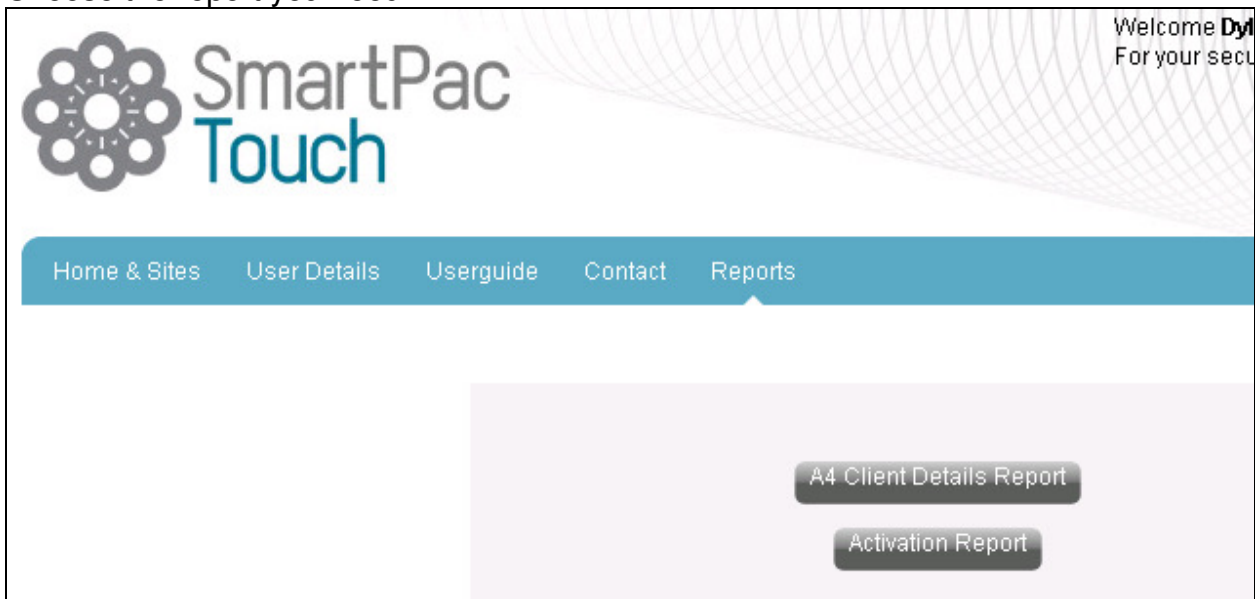
CO = Contacts

AC = Alarm Company

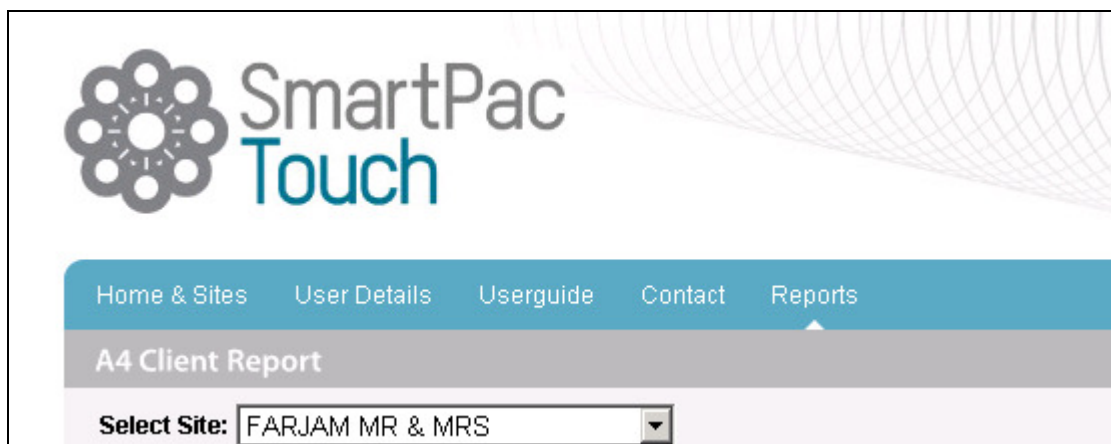
11.Reports via the toolbar



Choose the report you need

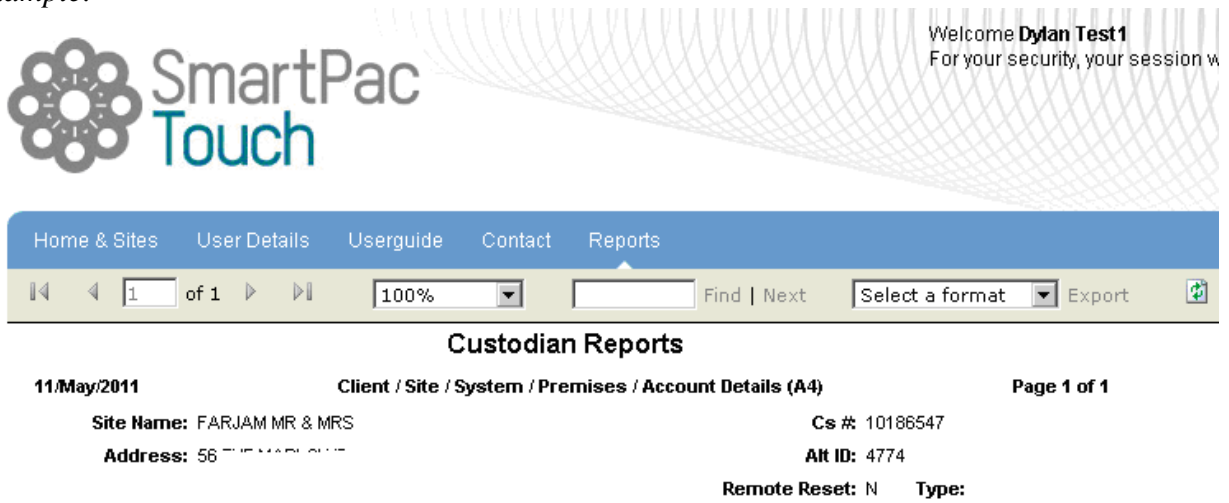


Select a site from the drop down list



This is a test site

Example:



The screenshot shows the SmartPac Touch web interface. At the top left is the SmartPac Touch logo. At the top right, a welcome message reads: "Welcome **Dylan Test1**
For your security, your session w". Below the logo is a navigation bar with links: "Home & Sites", "User Details", "Userguide", "Contact", and "Reports". Under the navigation bar is a toolbar with navigation icons, a page indicator "1 of 1", a zoom dropdown set to "100%", a search input field, "Find | Next" buttons, a "Select a format" dropdown, and an "Export" button. The main content area is titled "Custodian Reports". Below this title, the date "11/May/2011" is on the left, and "Client / Site / System / Premises / Account Details (A4)" is in the center. On the right, it says "Page 1 of 1". The report details are as follows:

Site Name: FARJAM MR & MRS	Cs #: 10186547
Address: 56 THE MAPLE STREET	Alt ID: 4774
Remote Reset: N	Type:

Appendices

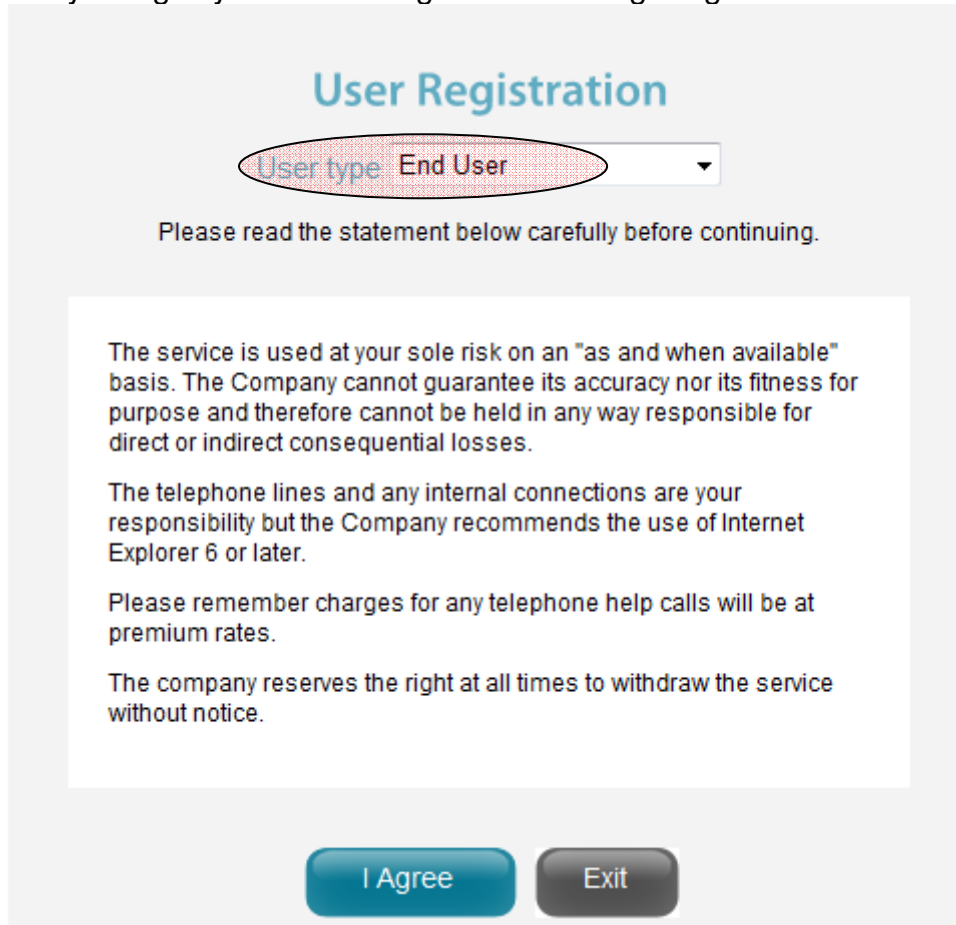
1 – How to Connect to Touch	This is for End User Information

12. Appendix 1 – How to Register to Touch – For an End User

This tip sheet is designed to walk you through the process of registering for SmartPac Touch™. SmartPac Touch is designed to allow you to view, update and manage your security system.

Open www.SmartPacTouch.com using your computers web browser (Internet Explorer 7 or FireFox 3 or greater is required for best experience.)

The first time you log in you have to register. Choosing 'Register' will show the following

The image shows a web page titled "User Registration". At the top, there is a dropdown menu labeled "User type" with "End User" selected. Below this, a text prompt says "Please read the statement below carefully before continuing." A white box contains the following text: "The service is used at your sole risk on an 'as and when available' basis. The Company cannot guarantee its accuracy nor its fitness for purpose and therefore cannot be held in any way responsible for direct or indirect consequential losses. The telephone lines and any internal connections are your responsibility but the Company recommends the use of Internet Explorer 6 or later. Please remember charges for any telephone help calls will be at premium rates. The company reserves the right at all times to withdraw the service without notice." At the bottom of the page, there are two buttons: "I Agree" (blue) and "Exit" (grey).

You are an "End User", you should then click on "I Agree" to accept the Terms and Conditions of SmartPac Touch.

Over the next four screens, you should complete as many details as possible.

User Details

Step 1 of 4 - User Details

First Name	<input type="text" value="YourFirstName"/>
Last Name	<input type="text" value="YourLastName"/>
Address 1	<input type="text" value="YourAddress"/>
Address 2	<input type="text" value="YourAddress"/>
City	<input type="text" value="YourCity"/>
Post Code	<input type="text" value="PO57 C0D"/>
Country	<input type="text" value="Country"/>
Email Address	<input type="text" value="youremail@yourdomain.com"/>
Phone Number	<input type="text" value="08448791701"/>
Mobile Number	<input type="text" value="07777777777"/>

User Details

Step 2 of 4 - Security Questions

Each must be a minimum of 4 characters for you to continue

Memorable Question 1	<input type="text" value="Your mother's maiden name?"/>
Memorable Answer 1	<input type="text" value="Demonstration"/>
Memorable Question 2	<input type="text" value="The name of your first pet?"/>
Memorable Answer 2	<input type="text" value="Details"/>
Memorable Question 3	<input type="text" value="The street where you grew up on?"/>
Memorable Answer 3	<input type="text" value="Only"/>

The third screen is used to help identify you and attach your account to your own system and is thus very important that the correct details are entered. Hover over the lightbulbs for more help/information. If you are still not sure of any of these details, it is suggested that you contact your service company.

User Details

Step 3 of 4 - Intruder Site Registration

☒ Intruder Systems ☐ RVR (CCTV) Systems

Contract Number	<input type="text"/>	💡
Keyholder Password	<input type="password"/>	💡
Alarm Installer Tel No	<input type="text"/>	💡
Alarm Installer Name	<input type="text"/>	💡
Property name	<input type="text"/>	💡
Monitoring ARC	<input type="text"/>	💡

Try to complete as many fields as possible to enable us to identify your site. If you are uncertain of this information, your alarm company should be able to help.

The final step is used to ensure that the person registering is actually human (e.g. can differentiate between the letters shown which a computer can't easily do).

User Details

Step 4 of 4 - Captcha Validation



Enter code shown above

Note that each 'CAPTCHA' image will be different and you should only enter the details shown on your own screen.

When you successfully complete the last screen, you will be shown the screen below

**Please wait while your request is
processed.**

If you have entered sufficient detail accurately enough to uniquely identify you, your account will be set up.

Possible error messages...

Sign Up Error!

There was a problem verifying your details to access your sites on **SmartPac Touch**. Your login will still be set up and your User Id and Password will be sent to you by Email shortly. To log-in, you will need your User Id, password and memorable information.

Please do not forget the memorable information you selected as for security reasons these will not be sent in the Email.

Your details have been forwarded to the technical department who will verify your details and access to your systems and will contact you shortly.

[Return to login screen](#)

Further details of using the system are available within the SmartPac Touch User Manual.