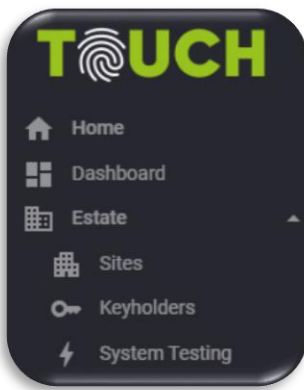


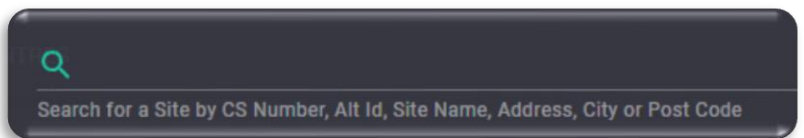
## Your monitored estate at your fingertips



### Keyholder updates and changes



To view keyholders associated with a particular site, locate the desired account using the search box through “Sites” or “Keyholders” on the main page.



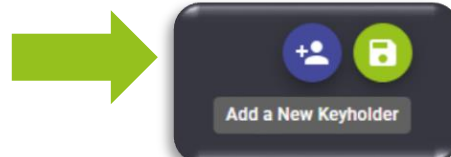
Select “Keyholders” Here you will be displayed a list of the keyholders associated to that site.

Active Keyholders					Inactive Keyholders								
Keyholding Company	Keyholder	First Name	Last Name	Phone #	Password	Edit	Keyholding Company	Keyholder	First Name	Last Name	Phone #	Password	Edit
1	SECURITY	COMPANY	08448080808	SECURITY1234	[Edit]								
2	KEYHOLDER	ONE	07808080808	CHRISTMAS123	[Edit]								
3	KEYHOLDER	TWO	07909090909	TREES1959	[Edit]								

Active keyholders will be displayed on the left and inactive keyholders will be displayed on the right.

### Adding a new key holder

Press the blue “Create New Keyholder” button on the right side of the screen.



Enter the details of the keyholder, including a personal password if they have one.  
 (N.B keyholders are not required to all have individual passwords. If they are using just one site password, leave this box blank.)

Form fields: First Name\*, Last Name\*, Password, Contact Type\*, Relation, Authority.

Choose the contact type. There are three options:

- **On duty 24 HOUR Key-Holder** – for use when there is a duty manager number associated with the site
- **Keyholding company** – this must always be selected when entering details for a guarding/response/keyholding company/CCTV centre or Out of Hours centre.
- **Monitoring** – for use with anything other than the above

Enter the Phone number and 'Phone Type' and press 'Save Changes'.

**SAVE CHANGES**

When the keyholder has been successfully added, you will be presented with this message.

**Creating Keyholder**

✓ Keyholder has been created and added to the inactive list. Please drag and drop into the active section if you wish for this keyholder to be active instantly.

**RETURN**

**Keyholders will always automatically be directed to the inactive box in the first instance. This is to allow you to drag and drop them into the appropriate position within the keyholder list. The keyholder will remain inactive until you move them to the active box.**

### Moving keyholders

To move a keyholder either from the inactive list to the active list, or from one position within a list to another, simply click the desired keyholder you wish to move, and drag and drop them into place.

Active Keyholders					Inactive Keyholders					
	First Name	Last Name	Phone #	Password		First Name	Last Name	Phone #	Password	Edit
1	MRS	TEST	0707070707			MRS & MRS	TEST	07808072587 (1)		
2	MR	TEST	0707070707			MR AND MISS	TEST	07909090990		
						MISS	TEST	078080808080		
						SIR AND LADY	TEST	078080808080		
						LADY	TEST	078080808080		
						SMC	TEST	0707070707	12345	
						MR	TEST	078080808080		

A dotted box will appear for you to drop the keyholder into. Once in the desired position, click "Save Changes". Keyholders will be rung in the order they appear in this list.

	First Name	Last Name	Phone #	Password	Edit
1	MRS	TEST	0707070707		
2	MR	TEST	0707070707		

When the keyholder changes are complete, select "Save Changes to Keyholders".



### Temporarily suspending keyholders

Utilize this function if a keyholder does not wish to be disturbed for a period of time. E.g, on holiday or away, sick leave or maternity leave.

Locate the desired account using the search box through "Sites" or "Keyholders" on the main page.

Locate the desired keyholder through 'Keyholders'.



Select the pen icon next to the keyholder you wish to amend.

	First Name	Last Name	Phone #	Password	Edit
1	MRS	TEST	0707070707		
2	MR	TEST	0707070707		
3	SIR AND LADY	TEST	0780808080		

Select 'Suspend Options'.

**Contact Phone Details**

Phone Number:  Ext:  Phone Type:

SUSPEND OPTIONS
SAVE CHANGES

**Amending Suspend Dates**

Suspended Start Date:  Suspended Start Time:

Suspended End Date:  Suspended End Time:

CANCEL
SUBMIT

Enter the dates and times which you want the keyholder to be inactive and not contacted and press 'submit'. When this time has lapsed, the keyholder will automatically be made active to be contacted again.

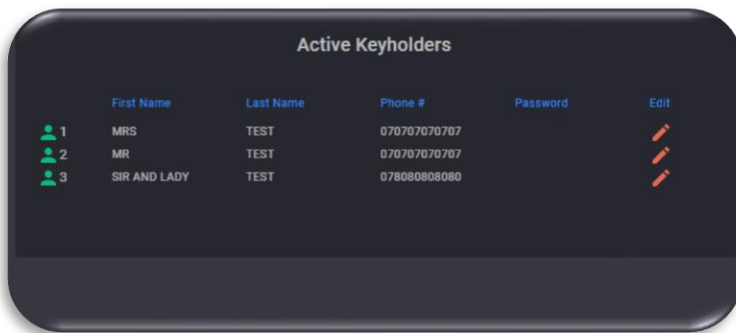
## Removing keyholders

To make a keyholder inactive, drag and drop them from the active keyholder list over to the inactive list and press “Save Changes”.



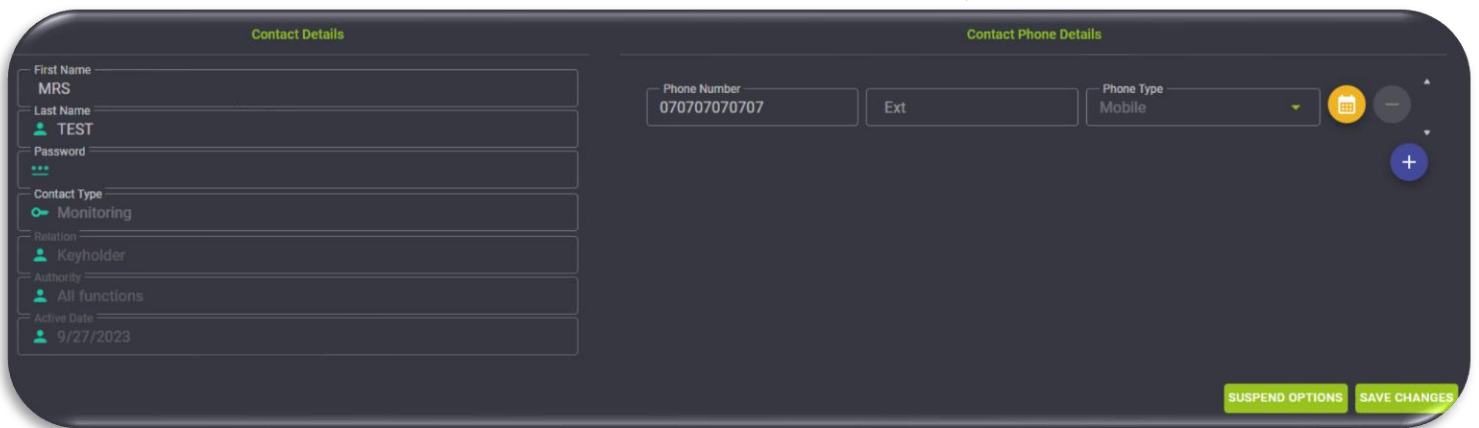
This will make the keyholder inactive immediately.

## Editing keyholder details



Click the pen logo next to the desired keyholder you wish to make changes to. You can edit Active or Inactive keyholders.

Here you can edit the name, password, and number of the keyholder.



To save the changes, click ‘Save Changes’.

SAVE CHANGES

To add an additional phone number to a keyholder, press the “+” sign under their existing phone number.

Then add the new phone number and press “Save Changes”.

To remove an existing number, press the red minus symbol.

## Keyholder Schedules

Keyholder schedules are utilised when a keyholder only wants to be called at a certain time(s) on a particular day(s).

	First Name	Last Name	Phone #	Password	Edit
1	MRS	TEST	0707070707		
2	MR	TEST	0707070707		
3	SIR AND LADY	TEST	0780808080		

Select the desired keyholder and press the pen edit button

Phone Details

Phone Number: 0780808080 Phone Type: Mobile

Phone Number: 079090709709 Phone Type: Mobile

SAVE PHONE CHANGES

Click the calendar next to the number you wish to add a schedule to.

Choose "Basic Schedule Setup" or "Advance Schedule Setup".

Schedule Details

Schedule for Phone Number: 079090709709

Basic Schedule Setup  Advanced Schedule Setup

### Basic Schedule Setup

This can be used when the schedule will be the same times every day.  
E.g. Monday – Friday 09:00 – 17:00.

Day	Include
Monday	<input checked="" type="checkbox"/> Yes
Tuesday	<input type="checkbox"/> No
Wednesday	<input checked="" type="checkbox"/> Yes
Thursday	<input type="checkbox"/> No
Friday	<input type="checkbox"/> No
Saturday	<input type="checkbox"/> No
Sunday	<input type="checkbox"/> No

Specified Time Period

Start Time: 09:00

End Time: 17:00

Only Call Within  Only Call Outside

Enter the times and whether the number should be called within these times, or out with these times. In this example, the number is to only be called on Mondays and Wednesdays between 09:00 and 17:00.

When the schedule has been created, click the green "Save" box to save the schedule.

## Advance Schedule Setup

This can be used when the applicable times are not the same each day.

Press the blue '+' icon to add a new day when creating a new schedule.



Choose Basic Schedule Setup  Choose Advanced Schedule Setup

Day	Start Time
<input type="button" value="+"/>	<input type="button" value="↓"/>

Select Days

Day  
Please choose a day

Select Days

- ...
- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

You will then be presented with a drop down menu where you can select the day you wish to apply a schedule to.

Day	Start Time	End Time	Remove
Monday	Start Time 09:00	End Time 17:00	<input type="button" value="X"/>
Friday	Start Time 07:00	End Time 19:00	<input type="button" value="X"/>

Save Changes



Select the desired day and then enter the desired times & press "Save Schedule Changes".

To remove a schedule from any particular day, press the red "x" button.



**Keyholders will be called only during the times you have specified in the schedule.**