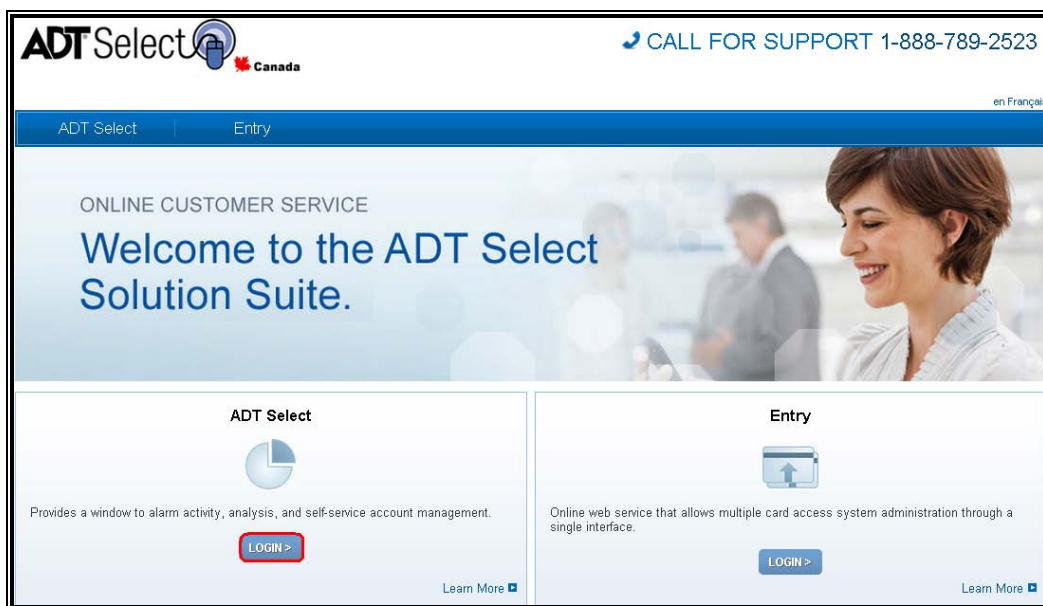


# ADT Select: Contact Management

ADT Select is a service which empowers our clients by offering the ability to manage and update their contact information online.

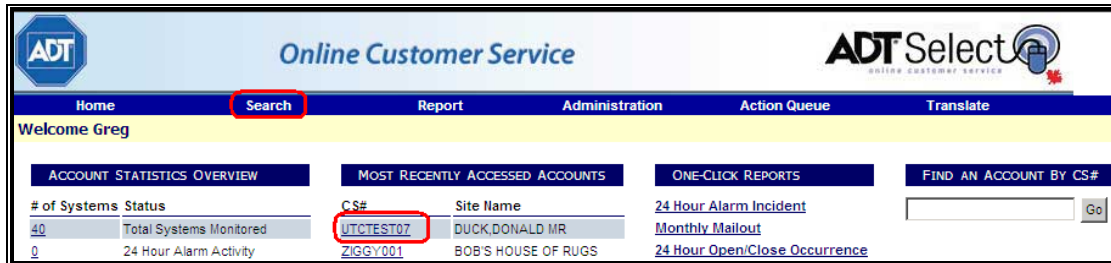
From the [ADT Select landing page](#), click on Login to access the ADT Select web portal. First time users will need to agree to a legal terms & conditions document prior to proceeding to the login page.



From the login page, enter your User Name and Password. Users will be unable to log in unless they have checked the “terms and conditions” box before clicking on Sign In.

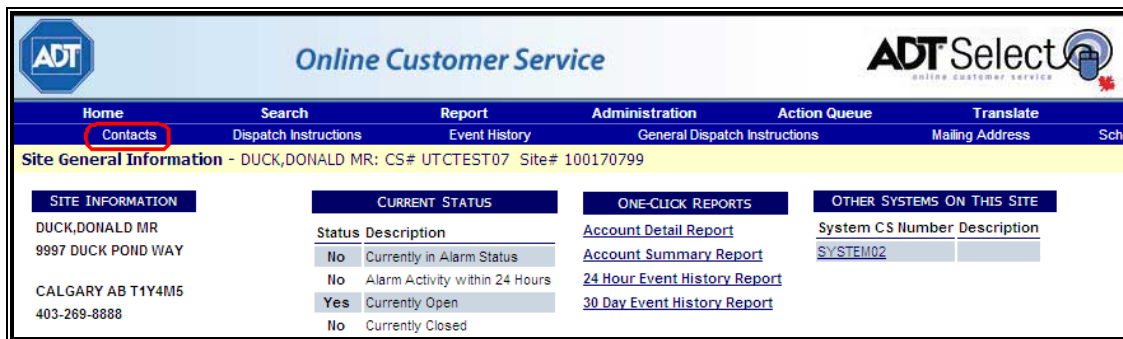


Once logged in, clicking on an account in the *Recently Accessed Accounts* area, or performing a *Search* will bring up an account:



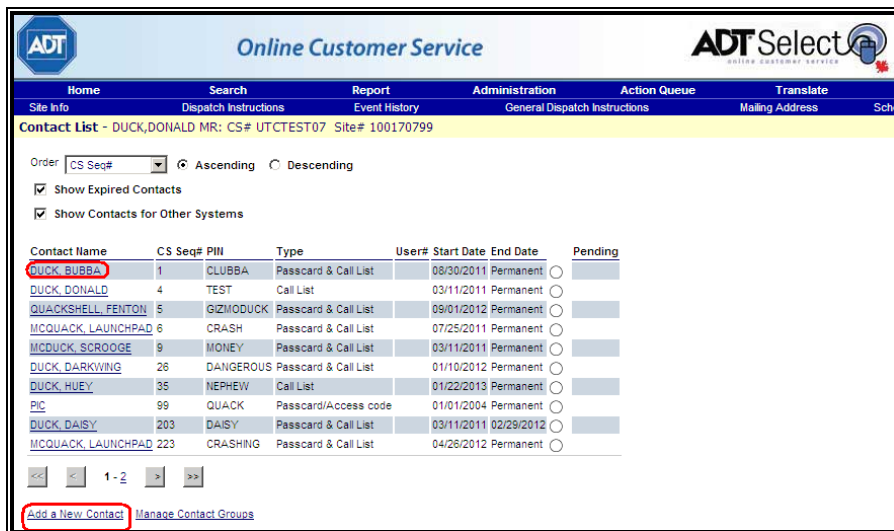
The screenshot shows the 'Online Customer Service' dashboard. The 'Search' menu item is highlighted. Under 'MOST RECENTLY ACCESSED ACCOUNTS', the account 'DUCK, DONALD MR' with CS# 'UTCTEST07' is highlighted.

When users have accessed the account, from the Site/System Details page they will click on *Contacts*, in the second level of the blue navigation area:



The screenshot shows the 'Site General Information' page for 'DUCK, DONALD MR'. The 'Contacts' menu item is highlighted in the navigation bar. The page displays site information, current status, and one-click reports.

This will bring users to the *Contact List* area of the web portal. From here users may add individual contact records by clicking the 'Add a New Contact' link located at the bottom of the page. Existing contacts may also be modified by clicking on any individual contact name.



The screenshot shows the 'Contact List' page for 'DUCK, DONALD MR'. The 'Add a New Contact' link is highlighted at the bottom of the page. The contact list is displayed with columns for Contact Name, CS Seq#, PIN, Type, User#, Start Date, End Date, and Pending.

| Contact Name                       | CS Seq# | PIN       | Type                 | User# | Start Date | End Date   | Pending               |
|------------------------------------|---------|-----------|----------------------|-------|------------|------------|-----------------------|
| <a href="#">DUCK, BUBBA</a>        | 1       | CLUBBA    | Passcard & Call List |       | 08/30/2011 | Permanent  | <input type="radio"/> |
| <a href="#">DUCK, DONALD</a>       | 4       | TEST      | Call List            |       | 03/11/2011 | Permanent  | <input type="radio"/> |
| <a href="#">QUACKSHELL, FENTON</a> | 5       | GIZMODOCK | Passcard & Call List |       | 09/01/2012 | Permanent  | <input type="radio"/> |
| <a href="#">MCQUACK, LAUNCHPAD</a> | 6       | CRASH     | Passcard & Call List |       | 07/25/2011 | Permanent  | <input type="radio"/> |
| <a href="#">MCDUCK, SCROOGE</a>    | 9       | MONEY     | Passcard & Call List |       | 03/11/2011 | Permanent  | <input type="radio"/> |
| <a href="#">DUCK, DARKWING</a>     | 26      | DANGEROUS | Passcard & Call List |       | 01/10/2012 | Permanent  | <input type="radio"/> |
| <a href="#">DUCK, HUEY</a>         | 35      | NEPHEW    | Call List            |       | 01/22/2013 | Permanent  | <input type="radio"/> |
| <a href="#">PIC</a>                | 99      | QUACK     | Passcard/Access code |       | 01/01/2004 | Permanent  | <input type="radio"/> |
| <a href="#">DUCK, DAISY</a>        | 203     | DAISY     | Passcard & Call List |       | 03/11/2011 | 02/29/2012 | <input type="radio"/> |
| <a href="#">MCQUACK, LAUNCHPAD</a> | 223     | CRASHING  | Passcard & Call List |       | 04/26/2012 | Permanent  | <input type="radio"/> |

## Call List Contacts

**Call list** contacts are contact records designed to store contact information for staff who can be contacted by the monitoring centre in case of alarm activity. These records will include staff contact phone numbers, and **may** also contain PIN information (a unique individual password), should the account setup call for it.

**Required Information:** In order for a **Call List** contact to be successfully added to an account, the following information is always required to be entered in full:

- First / Last Name
- Type = 'Call List'
- Phone Number (minimum of 1)

Contact Information - BOND,JAMES MR: CS#
Site#

|                    |   |            |   |                 |                      |
|--------------------|---|------------|---|-----------------|----------------------|
| First Name         | <input type="text" value="JAMES"/>                                    | PIN        | <input type="text"/>  | <b>USER ID:</b> | <input type="text"/> |
| Last Name *        | <input type="text" value="BOND"/>                                     | Authority  | <input type="text"/>  | User#           | <input type="text"/> |
| Type *             | <input style="border: 2px solid red;" type="text" value="Call List"/> | CS Seq#    | <input type="text" value="10"/>                               |                 |                      |
| Key? *             | <input type="radio"/> Yes <input checked="" type="radio"/> No         | Verify?    | <input type="radio"/> Yes <input checked="" type="radio"/> No |                 |                      |
| Contract Signer? * | <input type="radio"/> Yes <input checked="" type="radio"/> No         | Start Date | <input type="text" value="03/11/2011"/>                       |                 |                      |
|                    |   | End Date * | <input type="text" value="Permanent"/>                        |                 |                      |

WHEN AN ALARM OCCURS PHONE NUMBERS WILL BE CALLED IN THE ORDER LISTED BELOW:

|        | Phone                                     | Phone Type                            | Extension            | Start Time           | End Time             |    |
|--------|---|---------------------------------------|----------------------|----------------------|----------------------|----|
| ⬆️⬇️⬆️ | <input type="text" value="403-741-2222"/> | <input type="text" value="Cellular"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | ✖️ |
| ⬆️⬇️⬆️ | <input type="text"/>                      | <input type="text" value="(none)"/>   | <input type="text"/> | <input type="text"/> | <input type="text"/> |    |
| ⬆️⬇️⬆️ | <input type="text"/>                      | <input type="text" value="(none)"/>   | <input type="text"/> | <input type="text"/> | <input type="text"/> |    |
| ⬆️⬇️⬆️ | <input type="text"/>                      | <input type="text" value="(none)"/>   | <input type="text"/> | <input type="text"/> | <input type="text"/> |    |
| ⬆️⬇️⬆️ | <input type="text"/>                      | <input type="text" value="(none)"/>   | <input type="text"/> | <input type="text"/> | <input type="text"/> |    |

*(Call List contacts will always contain at least one contact phone number, and must be identified as 'Type – Call List')*

| 3

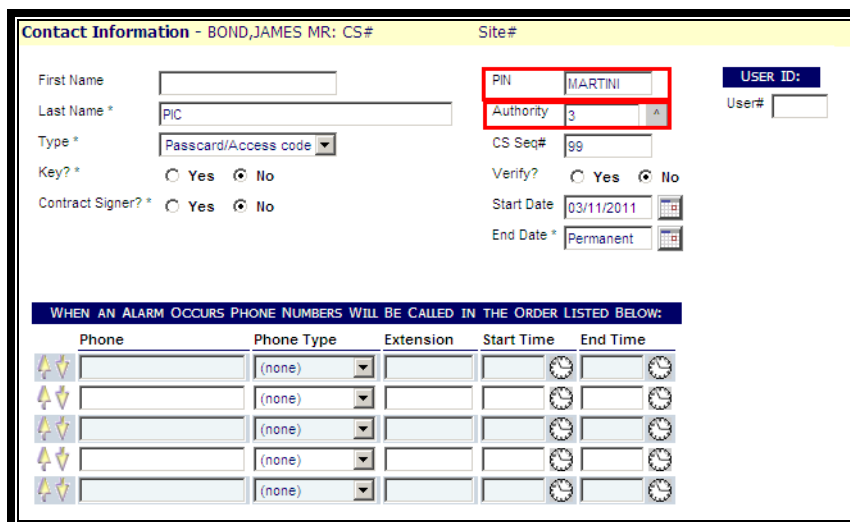
## Passcard Contacts

**Passcard** contacts are contact records designed to store individual PIN information **only**. These records are used when a location has multiple staff holding individualized verbal ID's (to identify themselves with the monitoring centre). The **Passcard** contact is used when staff members have their own unique PIN, but should not be contacted for any alarm activity. This type of contact will **not** have phone number information.

Some accounts may not have individual **Passcard** contact records on file, but will rather have one general **Passcard** that can be used by multiple staff. In these situations, the **Passcard** record is typically identified as a PIC (Personal Identification Code) record in the Contacts area.

**Required Information:** In order for a **Passcard** contact to be successfully added to an account, the following information is always required to be entered in full:

- First / Last Name (\*\*A general PIC requires only a Last Name of PIC \*\*)
- Type = 'Passcard/Access code'
- PIN (maximum of 10 characters, letters and/or numbers)
- Authority – Authority must be selected, and should be one of 3 typical values per ADT standards:
  - 3 – Master level, this person can request changes to the account data with ADT
  - 5 – Standard level, this person can identify themselves but cannot make any changes
  - 6 – Intermediate level, this person can request temporary schedule changes (when applicable), but cannot request other changes to the account



**Contact Information - BOND, JAMES MR: CS#** Site#

First Name:

Last Name \*:

Type \*:

Key? \*:  Yes  No

Contract Signer? \*:  Yes  No

PIN:

Authority:

CS Seq#:

Verify?:  Yes  No

Start Date:

End Date \*:

**USER ID:**

**WHEN AN ALARM OCCURS PHONE NUMBERS WILL BE CALLED IN THE ORDER LISTED BELOW:**

| Phone                | Phone Type | Extension            | Start Time           | End Time             |
|----------------------|------------|----------------------|----------------------|----------------------|
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |

(Passcard records can be general (for multiple employees) or unique per staff member. Each record must have a PIN, an authority level and be identified as Type – Passcard/Access Code)



# User Access Contacts

**USER ACCESS** contacts are contact records designed to display during reporting functionality to identify which staff has armed/disarmed the system. These contacts may be added to your account by ADT when requested. Use of these contacts to store any information other than names for reporting purposes is strictly prohibited.

Updates to the **USER ACCESS** contact should include addition/removal of a staff members name from the *First Name* field **only**. The *Last Name* field is reserved for identification of 'USER ACCESS XX' to specifically identify these records as **USER ACCESS** contacts.

**Required Information:** **USER ACCESS** contacts are added to your account by ADT. Therefore, addition of these contacts by web users may be rejected. Modifications to these records are only permitted to adjust the data contained in the First Name field **only**.

Contact Information - BOND,JAMES MR: CS#
Site#

|  |   |
|--|---|
| <div style="border: 1px solid red; padding: 2px; margin-bottom: 5px;"> <span style="font-size: 10pt;">First Name</span> <input style="width: 90%;" type="text" value="JAMES BOND"/> </div> <div style="margin-bottom: 5px;"> <span style="font-size: 10pt;">Last Name *</span> <input style="width: 90%;" type="text" value="USER ACCESS 1"/> </div> <div style="margin-bottom: 5px;"> <span style="font-size: 10pt;">Type *</span> <input style="width: 90%;" type="text" value="Passcard/Access code"/> </div> <div style="margin-bottom: 5px;"> <span style="font-size: 10pt;">Key? *</span> <input type="radio"/> Yes <input checked="" type="radio"/> No         </div> <div style="margin-bottom: 5px;"> <span style="font-size: 10pt;">Contract Signer? *</span> <input type="radio"/> Yes <input checked="" type="radio"/> No         </div> | <div style="margin-bottom: 5px;"> <span style="font-size: 10pt;">PIN</span> <input style="width: 80%;" type="text" value="C10001"/> </div> <div style="margin-bottom: 5px;"> <span style="font-size: 10pt;">Authority</span> <input style="width: 80%;" type="text" value="16"/> </div> <div style="margin-bottom: 5px;"> <span style="font-size: 10pt;">CS Seq#</span> <input style="width: 80%;" type="text" value="301"/> </div> <div style="margin-bottom: 5px;"> <span style="font-size: 10pt;">Verify?</span> <input type="radio"/> Yes <input checked="" type="radio"/> No         </div> <div style="margin-bottom: 5px;"> <span style="font-size: 10pt;">Start Date</span> <input style="width: 80%;" type="text" value="07/08/2011"/> </div> <div style="margin-bottom: 5px;"> <span style="font-size: 10pt;">End Date *</span> <input style="width: 80%;" type="text" value="Permanent"/> </div> |
|--|---|

USER ID:  
User#

WHEN AN ALARM OCCURS PHONE NUMBERS WILL BE CALLED IN THE ORDER LISTED BELOW:

|    | Phone                                    | Phone Type | Extension                                | Start Time                               | End Time                                 |
|----|--|------------|--|--|--|
| ↑↓ | <input style="width: 90%;" type="text"/> | (none) ▼   | <input style="width: 90%;" type="text"/> | <input style="width: 90%;" type="text"/> | <input style="width: 90%;" type="text"/> |
| ↑↓ | <input style="width: 90%;" type="text"/> | (none) ▼   | <input style="width: 90%;" type="text"/> | <input style="width: 90%;" type="text"/> | <input style="width: 90%;" type="text"/> |
| ↑↓ | <input style="width: 90%;" type="text"/> | (none) ▼   | <input style="width: 90%;" type="text"/> | <input style="width: 90%;" type="text"/> | <input style="width: 90%;" type="text"/> |
| ↑↓ | <input style="width: 90%;" type="text"/> | (none) ▼   | <input style="width: 90%;" type="text"/> | <input style="width: 90%;" type="text"/> | <input style="width: 90%;" type="text"/> |
| ↑↓ | <input style="width: 90%;" type="text"/> | (none) ▼   | <input style="width: 90%;" type="text"/> | <input style="width: 90%;" type="text"/> | <input style="width: 90%;" type="text"/> |

*(Updates to USER ACCESS contacts should typically only involve updating the First Name field for reporting purposes.)*



## Adding/Deleting contacts in ADT Select

In order to successfully process data changes through ADT Select, it is imperative that the above format restrictions be adhered to at all times. When a change to an account is requested which contradicts the defined structure indicated above, the change will be rejected and you will be advised to resubmit all changes correctly.

## Adding a Call List Contact

**Call list** contacts should be added to accounts to provide contact personnel in case of alarm activity. The steps outlined below will describe in detail steps to successfully add new **Call List** contact records to your account:

1. From the contact list page, click on [Add a new contact](#):

Order   Ascending  Descending  Show Expired Contacts

| Contact Name                   | CS Seq# | PIN     | Type                 | User# | Start Date | End Date  | Pending |
|--------------------------------|---------|---------|----------------------|-------|------------|-----------|---------|
| <a href="#">BOND, JAMES</a>    | 10      |         | Call List            |       | 03/11/2011 | Permanent |         |
| <a href="#">LYND, VESPER</a>   | 20      |         | Call List            |       | 03/11/2011 | Permanent |         |
| <a href="#">FROST, MIRANDA</a> | 30      |         | Call List            |       | 03/11/2011 | Permanent |         |
| <a href="#">PIC</a>            | 99      | MARTINI | Passcard/Access code |       | 03/11/2011 | Permanent |         |

<< < > >>

[Add a New Contact](#) [Manage Contact Groups](#)



- In ALL CAPS, enter the new contact data (First Name, Last Name, Type [Call List], CS Seq # [if necessary] and Phone Numbers:

**Contact Information - BOND,JAMES MR: CS#** | Site# \_\_\_\_\_

First Name:   
 Last Name\*:   
 Type\*:

PIN:   
 Authority:   
 CS Seq#:

USER ID:   
 User#:

Key?\*:  Yes  No  
 Contract Signer?\*:  Yes  No

Verify?\*:  Yes  No  
 Start Date:   
 End Date\*:

**WHEN AN ALARM OCCURS PHONE NUMBERS WILL BE CALLED IN THE ORDER LISTED BELOW:**

| Phone                                     | Phone Type                            | Extension            | Start Time           | End Time             |
|---|---------------------------------------|----------------------|----------------------|----------------------|
| <input type="text" value="403-077-0777"/> | <input type="text" value="Cellular"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/>                      | <input type="text" value="(none)"/>   | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/>                      | <input type="text" value="(none)"/>   | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/>                      | <input type="text" value="(none)"/>   | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/>                      | <input type="text" value="(none)"/>   | <input type="text"/> | <input type="text"/> | <input type="text"/> |

- Click on “Save Changes” at the bottom.

**Note:** Call List contacts may also be used to store individual PIN entries. When adding a PIN to a Call List contact, ensure that:

- The PIN is entered
- An authority level is selected
- The ‘Type’ is changed to ‘Passcard & Call List’.

### Adding a Passcard Contact

Passcard contacts should be added to accounts to provide staff with identification when dealing with agents in the ADT monitoring centre. The steps outlined below will describe in detail steps to successfully add new Passcard contact records to your account:





1. From the contact list page, click on [Add a new contact](#):

**Contact List - BOND,JAMES MR: CS# \_\_\_\_\_ Site#**

Order   Ascending  Descending  Show Expired Contacts

| Contact Name                   | CS Seq# | PIN     | Type                 | User# | Start Date | End Date  | Pending |
|--------------------------------|---------|---------|----------------------|-------|------------|-----------|---------|
| <a href="#">BOND, JAMES</a>    | 10      |         | Call List            |       | 03/11/2011 | Permanent |         |
| <a href="#">LYND, VESPER</a>   | 20      |         | Call List            |       | 03/11/2011 | Permanent |         |
| <a href="#">FROST, MIRANDA</a> | 30      |         | Call List            |       | 03/11/2011 | Permanent |         |
| <a href="#">PIC</a>            | 99      | MARTINI | Passcard/Access code |       | 03/11/2011 | Permanent |         |

<< < > >>

[Add a New Contact](#) [Manage Contact Groups](#)

2. In ALL CAPS, enter the new contact data (First Name, Last Name, Type [*Passcard/Access code*], CS Seq # [if necessary], PIN [max 10 characters], and Authority level[3,5,6]):







**Contact Information - BOND,JAMES MR: CS#** Site#

|                    |   |            |   |          |                      |
|--------------------|---|------------|---|----------|----------------------|
| First Name         | <input type="text"/>  | PIN        | MARTINI   | USER ID: |                      |
| Last Name *        | PIC   | Authority  | 3   | User#    | <input type="text"/> |
| Type *             | Passcard/Access code  | CS Seq#    | 99  |          |                      |
| Key? *             | <input type="radio"/> Yes <input checked="" type="radio"/> No | Verify?    | <input type="radio"/> Yes <input checked="" type="radio"/> No |          |                      |
| Contract Signer? * | <input type="radio"/> Yes <input checked="" type="radio"/> No | Start Date | 03/11/2011  |          |                      |
|                    |   | End Date * | Permanent   |          |                      |

**WHEN AN ALARM OCCURS PHONE NUMBERS WILL BE CALLED IN THE ORDER LISTED BELOW:**

| Phone                | Phone Type | Extension            | Start Time           | End Time             |
|----------------------|------------|----------------------|----------------------|----------------------|
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |

3. Click on “Save Changes” at the bottom.

### Updating a USER ACCESS Contact

For report and tracking purposes, some companies want their users’ names to show up in their event history report data. In order to accomplish this, an ADT Select user may enter the full name (in ALL CAPS) in the first name field of the corresponding **USER ACCESS** contact already on file.

**USER ACCESS** contacts are placed on file by ADT to allow for this functionality and should **only** be used for tracking of Staff/User names for reporting purposes. Any attempts to add additional information to **USER ACCESS** contacts is incorrect and will be rejected.





The steps outlined below will describe in detail steps to successfully update **USER ACCESS** contact records on your account:

1. From the contact list page, select an existing **USER ACCESS** contact to modify.

**Contact List - BOND,JAMES MR: CS#** Site#

Order   Ascending  Descending  Show Expired Contacts

| Contact Name                              | CS Seq# | PIN     | Type                 | User# | Start Date | End Date  | Pending |
|---|---------|---------|----------------------|-------|------------|-----------|---------|
| <a href="#">BOND, JAMES</a>               | 10      |         | Call List            |       | 03/11/2011 | Permanent |         |
| <a href="#">FROST, MIRANDA</a>            | 20      |         | Call List            |       | 03/11/2011 | Permanent |         |
| <a href="#">LYND, VESPER</a>              | 21      |         | Call List            |       | 03/11/2011 | Permanent |         |
| <a href="#">CONNERY, SEAN</a>             | 40      |         | Call List            |       | 07/08/2011 | Permanent |         |
| <a href="#">PIC</a>                       | 99      | MARTINI | Passcard/Access code |       | 03/11/2011 | Permanent |         |
| <a href="#">USER ACCESS 1, JAMES BOND</a> | 301     | C10001  | Passcard/Access code | 1     | 07/08/2011 | Permanent |         |
| <b>USER ACCESS 2</b>                      | 302     | C10002  | Passcard/Access code | 2     | 07/08/2011 | Permanent |         |
| <a href="#">USER ACCESS 3</a>             | 303     | C10003  | Passcard/Access code | 3     | 07/08/2011 | Permanent |         |
| <a href="#">USER ACCESS 4</a>             | 304     | C10004  | Passcard/Access code | 4     | 07/08/2011 | Permanent |         |
| <a href="#">USER ACCESS 5</a>             | 305     | C10005  | Passcard/Access code | 5     | 07/08/2011 | Permanent |         |

<< < 1 - 2 > >>





- Once the *First Name* [in ALL CAPS] field has been modified, click on 'Save Changes'.

**Contact Information - BOND,JAMES MR: CS#** Site:

|  |   |
|--|---|
| <p>First Name <input style="border: 2px solid red;" type="text" value="SEAN CONNERY"/></p> <p>Last Name * <input type="text" value="USER ACCESS 2"/></p> <p>Type * <input type="text" value="Passcard/Access code"/> ▾</p> <p>Key? * <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Contract Signer? * <input type="radio"/> Yes <input checked="" type="radio"/> No</p> | <p>PIN <input type="text" value="C10002"/></p> <p>Authority <input type="text" value="16"/> ▲</p> <p>CS Seq# <input type="text" value="302"/></p> <p>Verify? <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Start Date <input type="text" value="07/08/2011"/> 📅</p> <p>End Date * <input type="text" value="Permanent"/> 📅</p> |
|--|---|

**USER ID:**

User#

**WHEN AN ALARM OCCURS PHONE NUMBERS WILL BE CALLED IN THE ORDER LISTED BELOW:**

|     | Phone                | Phone Type | Extension            | Start Time             | End Time               |
|-----|----------------------|------------|----------------------|------------------------|------------------------|
| ▲ ▼ | <input type="text"/> | (none) ▾   | <input type="text"/> | <input type="text"/> 🕒 | <input type="text"/> 🕒 |
| ▲ ▼ | <input type="text"/> | (none) ▾   | <input type="text"/> | <input type="text"/> 🕒 | <input type="text"/> 🕒 |
| ▲ ▼ | <input type="text"/> | (none) ▾   | <input type="text"/> | <input type="text"/> 🕒 | <input type="text"/> 🕒 |
| ▲ ▼ | <input type="text"/> | (none) ▾   | <input type="text"/> | <input type="text"/> 🕒 | <input type="text"/> 🕒 |
| ▲ ▼ | <input type="text"/> | (none) ▾   | <input type="text"/> | <input type="text"/> 🕒 | <input type="text"/> 🕒 |



- If the user you've added is now gone from the company, you would update the information by erasing the information in the first name field of the **USER ACCESS** contact and clicking on 'Save Changes', bringing it back to its original set up.

**Contact Information - BOND,JAMES MR: CS#** Site#

First Name  PIN  **USER ID:**

Last Name \*  Authority  User#

Type \*  CS Seq#

Key? \*  Yes  No Verify?  Yes  No

Contract Signer? \*  Yes  No Start Date  End Date \*

**WHEN AN ALARM OCCURS PHONE NUMBERS WILL BE CALLED IN THE ORDER LISTED BELOW:**

| Phone                | Phone Type | Extension            | Start Time           | End Time             |
|----------------------|------------|----------------------|----------------------|----------------------|
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | (none)     | <input type="text"/> | <input type="text"/> | <input type="text"/> |

## Updating Contact Lists in ADT Select

In addition to addition/deletion and modification of contact information, ADT Select also allows users to update the calling order on file for their locations.

**Contact Group Lists** are used within ADT Select to identify groups of customer contacts [**Call List contacts**] which will be used by ADT agents when calling regarding alarm conditions. The following step by step guide will walk you through updating a **Contact Group List** using ADT Select:





1. From the contact list page, click on [Manage Contact Groups](#)

**Contact List - BOND,JAMES MR: CS#** Site#

Order   Ascending  Descending  Show Expired Contacts

| Contact Name                              | CS Seq# | PIN     | Type                 | User# | Start Date | End Date  | Pending |
|---|---------|---------|----------------------|-------|------------|-----------|---------|
| <a href="#">BOND, JAMES</a>               | 10      |         | Call List            |       | 03/11/2011 | Permanent |         |
| <a href="#">FROST, MIRANDA</a>            | 20      |         | Call List            |       | 03/11/2011 | Permanent |         |
| <a href="#">LYND, VESPER</a>              | 21      |         | Call List            |       | 03/11/2011 | Permanent |         |
| <a href="#">CONNERY, SEAN</a>             | 40      |         | Call List            |       | 07/08/2011 | Permanent |         |
| <a href="#">PIC</a>                       | 99      | MARTINI | Passcard/Access code |       | 03/11/2011 | Permanent |         |
| <a href="#">USER ACCESS 1, JAMES BOND</a> | 301     | C10001  | Passcard/Access code | 1     | 07/08/2011 | Permanent |         |
| <a href="#">USER ACCESS 2</a>             | 302     | C10002  | Passcard/Access code | 2     | 07/08/2011 | Permanent |         |
| <a href="#">USER ACCESS 3</a>             | 303     | C10003  | Passcard/Access code | 3     | 07/08/2011 | Permanent |         |
| <a href="#">USER ACCESS 4</a>             | 304     | C10004  | Passcard/Access code | 4     | 07/08/2011 | Permanent |         |
| <a href="#">USER ACCESS 5</a>             | 305     | C10005  | Passcard/Access code | 5     | 07/08/2011 | Permanent |         |

<< < 1 - 2 > >>

[Add a New Contact](#) [Manage Contact Groups](#)

2. Select the Contact Group List you wish to modify. ECV is used **only** for contacting staff prior to the authorities on Burglary alarms, while the Site List is used for all alarm response activity.


**Contact Group List - BOND,JAMES MR: CS#** Site#

| Group                              | #Contacts | Pending |
|------------------------------------|-----------|---------|
| <a href="#">ECV</a>                | 1         |         |
| <a href="#">Site List</a>          | 3         |         |
| <a href="#">Burglar Alarm List</a> | 0         |         |
| <a href="#">Fire Alarm List</a>    | 0         |         |
| <a href="#">Holdup Alarm List</a>  | 0         |         |
| <a href="#">Medical Alarm list</a> | 0         |         |
| <a href="#">Site List 2</a>        | 0         |         |
| <a href="#">Site List 3</a>        | 0         |         |
| <a href="#">Site List 4</a>        | 0         |         |
| <a href="#">Site List 5</a>        | 0         |         |

<< < 1 - 2 > >>



































- Updates can be made directly to the **Contact Group List** from this screen. The *Up/Down Arrows* allow contacts to be raised/lowered in the calling order. The 'X' allows deletion of a single contact from the list, and the  is used to display a list of available site contacts to add to the list.

**Contact Group Information - BOND, JAMES MR: CS#** Site#

Group Site List

**GROUP MEMBERS WILL BE CONTACTED IN THE ORDER LISTED BELOW:**

| Contact Name   |
|--|
|   FROST, MIRANDA  |
|   BOND, JAMES     |
|   LYND, VESPER    |
|                   |
|                   |
|                   |
|                |
|             |
|             |
|             |

**Save Changes** Cancel

- Once you have completed modification of the **Contact Group List** click 'Save Changes'.

## Web Services Support



Please don't hesitate to contact Client Web Services Support should you have any questions. We are currently staffed Monday through Friday 08:00 to 18:00 EST and can be reached **via Email** @ [adtselecthelp@adt.ca](mailto:adtselecthelp@adt.ca) or by **Phone** @ 888-789-2523.

