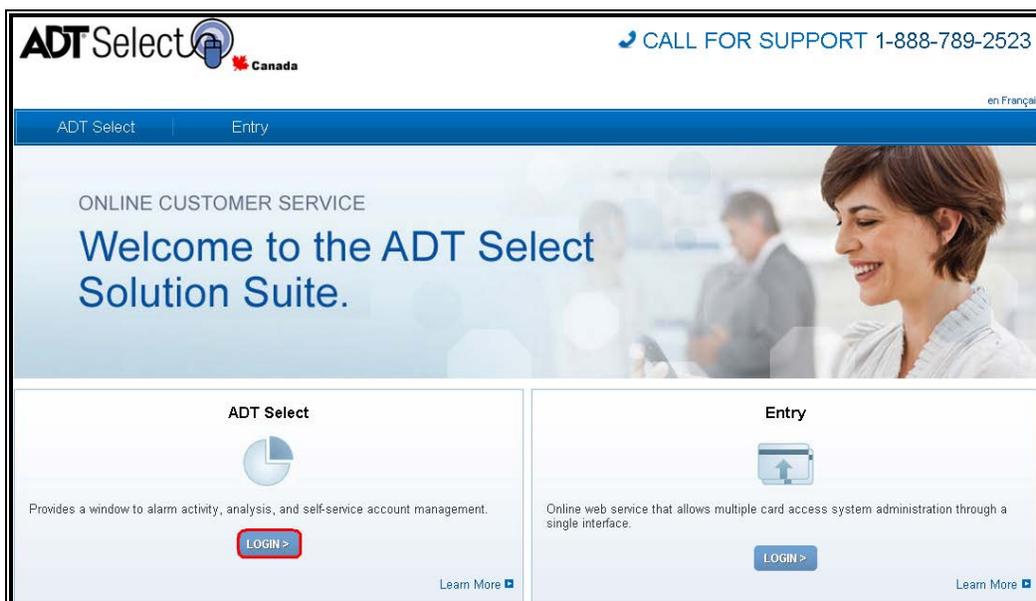


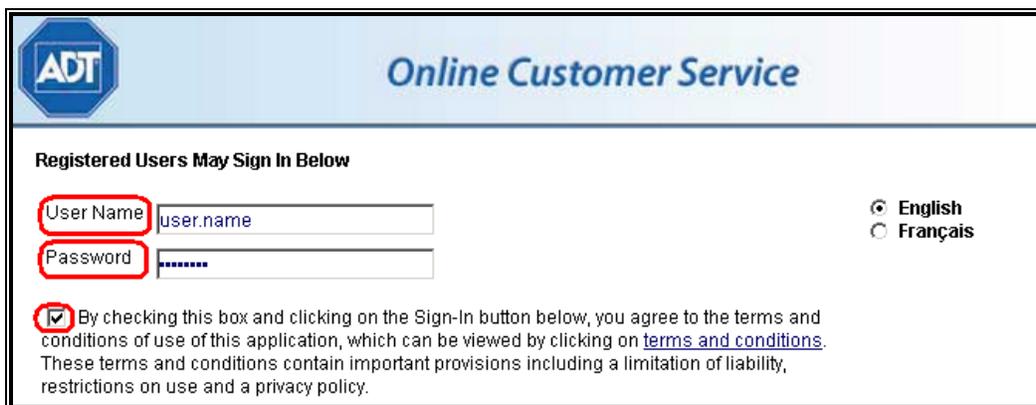
# ADT Select – Monitored Schedules

ADT Select is a service which empowers our clients by offering the ability to update monitored schedule information online, to ensure their hours are constantly up to date.

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, users may enter their 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:



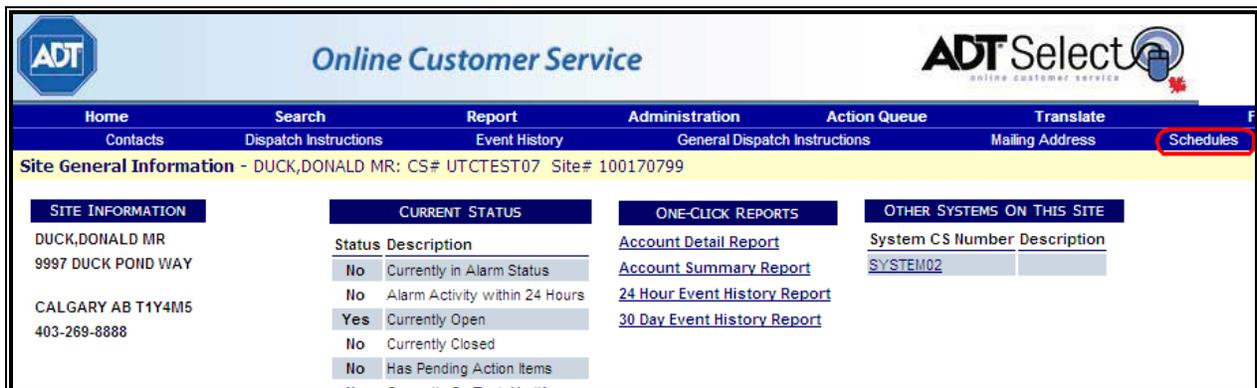
**Online Customer Service**

Home **Search** Report Administration Action Queue Translate

Welcome Greg

ACCOUNT STATISTICS OVERVIEW		MOST RECENTLY ACCESSED ACCOUNTS		ONE-CLICK REPORTS	FIND AN ACCOUNT BY CS#
# of Systems	Status	CS#	Site Name	<a href="#">24 Hour Alarm Incident</a>	<input type="text"/> <input type="button" value="Go"/>
40	Total Systems Monitored	UTCTEST07	DUCK,DONALD MR	<a href="#">Monthly Mailout</a>	
0	24 Hour Alarm Activity	ZIGGY001	BOB'S HOUSE OF RUGS	<a href="#">24 Hour Open/Close Occurrence</a>	

When users have accessed the account, from the Site General Information page they will click on *Schedules*, in the second level of the blue navigation area:



**Online Customer Service**

Home Search Report Administration Action Queue Translate

Contacts Dispatch Instructions Event History General Dispatch Instructions Mailing Address **Schedules**

Site General Information - DUCK,DONALD MR: CS# UTCTEST07 Site# 100170799

SITE INFORMATION	CURRENT STATUS	ONE-CLICK REPORTS	OTHER SYSTEMS ON THIS SITE																
DUCK,DONALD MR 9997 DUCK POND WAY	<table border="1"> <thead> <tr> <th>Status</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>Currently in Alarm Status</td> </tr> <tr> <td>No</td> <td>Alarm Activity within 24 Hours</td> </tr> <tr> <td>Yes</td> <td>Currently Open</td> </tr> <tr> <td>No</td> <td>Currently Closed</td> </tr> <tr> <td>No</td> <td>Has Pending Action Items</td> </tr> </tbody> </table>	Status	Description	No	Currently in Alarm Status	No	Alarm Activity within 24 Hours	Yes	Currently Open	No	Currently Closed	No	Has Pending Action Items	<a href="#">Account Detail Report</a> <a href="#">Account Summary Report</a> <a href="#">24 Hour Event History Report</a> <a href="#">30 Day Event History Report</a>	<table border="1"> <thead> <tr> <th>System CS Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>SYSTEM02</td> <td></td> </tr> </tbody> </table>	System CS Number	Description	SYSTEM02	
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SYSTEM02																			

# Schedules

A system's ADT monitored schedule list is visible after clicking 'Schedules' from the navigation menu. By default, the schedules will be listed in numerical order. Sorting options can be adjusted using the drop-down menu and/or the Ascending/Descending radio buttons.

**Schedules** - REACH FOR THE SKY INC.: CS# ZIGGY002 Site# 100057185

Order: Schedule  Ascending  Descending

Schedule	Type	Effective Date	Expire Date	Comment	Pending
1	P	11/16/2005	Permanent	SHOWROOM	Change
2	P	05/31/2006	Permanent	WAREHOUSE	

[Add a New Schedule](#)

Once presented with a list of available schedules, users may click on the number to view that schedule's details.

This screen will show any hours monitored by the CMC for the system being viewed. If there are no schedules to be displayed, this system is not currently setup for scheduled monitoring. Users will need to contact their local ADT Sales representative or Account Manager to arrange for this service to be added.



**Note:** Addition of scheduled monitoring is an additional account service and must be processed by ADT for activation purposes. Adding a schedule through ADT Select without first contacting ADT for assistance will **not** activate scheduled monitoring on an account.

To view or modify the hours entered on an existing schedule, click on the schedule number in the schedule list. The top portion of the screen contains Alarm Condition and Window information, which SHOULD NOT be edited. For assistance with these areas, contact Client Web Services.

**Schedule 1 Details - REACH FOR THE SKY INC.: CS# ZIGGY002 Site# 100057185**

Schedule: 1     Permanent     Temporary

Effective Date: 11/16/2005

Comment: SHOWROOM

	Alarm Condition	Window	Dispatch Instruction Page	Global Instruction Page
Early Open *	<input type="radio"/> Yes <input checked="" type="radio"/> No	00:30	<a href="#">View Text</a>	<a href="#">View Text</a>
Early Close *	<input type="radio"/> Yes <input checked="" type="radio"/> No	01:30	<a href="#">View Text</a>	<a href="#">View Text</a>
Late Open *	<input type="radio"/> Yes <input checked="" type="radio"/> No	01:30	<a href="#">View Text</a>	<a href="#">View Text</a>
Late Close *	<input type="radio"/> Yes <input checked="" type="radio"/> No	00:30	<a href="#">View Text</a>	<a href="#">View Text</a>

	Alarm Event ID	Dispatch Instruction Page	Global Instruction Page
Fail to Open	<input type="text" value="A"/>	<a href="#">View Text</a>	<a href="#">View Text</a>
Fail to Close	FC-NO CLOSE <input type="text" value="A"/>	<a href="#">View Text</a>	<a href="#">View Text</a>

	Open 1	Close 1	Open 2	Close 2	Open 3	Close 3	Open 4	Close 4	Open 5	Close 5	Open 6	Close 6
Monday	09:00	18:00										
Tuesday	09:00	17:00										
Wednesday	09:00	18:00										
Thursday	09:00	19:00										
Friday	09:00	18:00										
Saturday	10:00	19:00										
Sunday	11:00	15:00										

Save Changes    Cancel    Add    Delete

To make permanent changes to open/closing times, scroll to the bottom of the screen, select the day to change and enter the new open and close time(s) for that day (in XX:XX format). Click on 'Save Changes' to update the information, or 'Cancel' to disregard all changes.

If users would like to 'Add' or 'Delete' a schedule, please contact your local ADT representative or National account manager, as this is a change to contracted services. Addition/Deletion of schedules to an account must be performed by an ADT agent to avoid excess alarm activity.

# Temporary Schedules

To add a temporary schedule to an existing schedule, open the permanent schedule that requires a temporary alteration.



**Note:** Users must take note of all Alarm Condition/Window information, as this must be copied exactly as listed in the permanent schedule into the temporary schedule.

Early Open	<input type="radio"/> Yes <input checked="" type="radio"/> No	00:30	<input type="button" value="View Text"/>	<input type="button" value="View Text"/>
Early Close	<input type="radio"/> Yes <input checked="" type="radio"/> No	01:30	<input type="button" value="View Text"/>	<input type="button" value="View Text"/>
Late Open	<input type="radio"/> Yes <input checked="" type="radio"/> No	01:30	<input type="button" value="View Text"/>	<input type="button" value="View Text"/>
Late Close	<input type="radio"/> Yes <input checked="" type="radio"/> No	00:30	<input type="button" value="View Text"/>	<input type="button" value="View Text"/>
<b>Alarm Event ID      Dispatch Instruction Page      Global Instruction Page</b>				
Fail to Open	^		<input type="button" value="View Text"/>	<input type="button" value="View Text"/>
Fail to Close	FC-NO CLOSE	^	<input type="button" value="View Text"/>	<input type="button" value="View Text"/>

Creation of a temporary schedule can be accomplished by first clicking the 'Add' button at the bottom of the Schedule page.

A new blank schedule will appear. The first field that needs to be filled in is Schedule\*. This number should match the permanent schedule number the user clicked on exactly (generally Schedule 1).

As soon as users fill in the number of an already-existing permanent schedule, the 'Permanent' radio button will automatically switch to 'Temporary' and users will be prompted to enter the dates that this schedule will be valid for:

Schedule *	<input type="text" value="1"/>	<input checked="" type="radio"/> Permanent <input checked="" type="radio"/> Temporary
Effective Date *	<input type="text"/>	Expire Date * <input type="text" value="11/23/2005"/>
Comment	<input type="text"/>	

Now, users must fill in the Alarm Condition/Window information that they copied from the permanent schedule.



**Note:** Under 'Fail to Close Event' please select event code 3666 FC-NO CLOSE

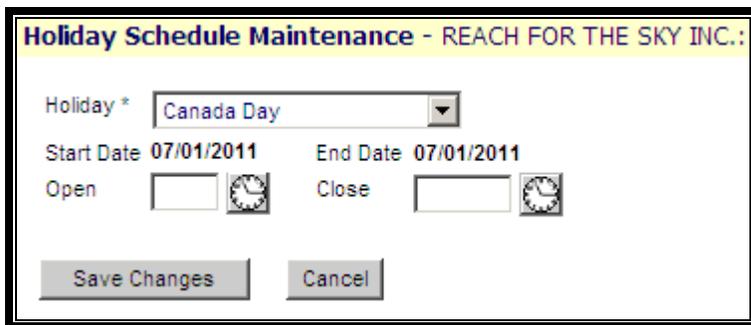


Next, the opening and closing times for each day must be filled in.

Once this has been completed, select **'Save Changes'** and the temporary schedule will be added to the account.

## Holidays

Holidays for the schedule are listed on the right hand side of the screen. If no separate holiday hours are defined, select [Add a New Holiday Schedule](#). Next, select the holiday which is being celebrated using the drop down feature. Enter the open and close times, either manually, in military time, or by clicking the clock function to enter it using arrows. If the alarm system should not be disarmed that day, leave both the open and close fields blank. When done, press the **'Save Changes'** button. There is no limit to the number of holiday schedules which can be entered.



**Holiday Schedule Maintenance - REACH FOR THE SKY INC.:**

Holiday \*

Start Date  End Date

Open   Close  



**Note:** New holiday schedules can have a blank entry submitted for the Open/Close time. If a holiday schedule already exists with valid times and the location will remain closed, users must contact ADT directly to have this updated. Alternatively, users may request to **'Delete'** the existing holiday and then return and **'Add'** it again. Users who have a closing schedule only may also submit holiday updates with '00:00' as the value for the Open & Close times.



## Web Services Support

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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 **Phone** @ 888-789-2523.