

How To Update Site Details Via The Cougar Portal

Please note all times need to be input using the 24 hour clock with : between. I.e. 09:00 – 17:00. If you need to set a time from midnight to midnight you do this as 00:00 – 23:59.

You need to log into the **Portal** using your own **Credentials**. If you are unsure what these are or require a reset please email across to Arc@CougarMonitoring.com. Please provide your current information if a reset is required.

Once you have logged into the **Portal** you will be met with this screen:

[Home](#) [Sites](#) [Reports](#) [Settings](#) [Help](#) [Log off](#)



Cougar Monitoring Ltd welcomes [Amelia Dunn](#) to Cougar Web Portal.

If you have any difficulties using the system, or have any queries, please contact Cougar Monitoring Ltd on 08448566685.

You may also send an email to the [System Administrator](#).

Last updated 30.05.2018

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Portal Training Guide –
Updating Site Details.

Navigate to **Sites** at the top right, on the drop down menu select **Search (ALT+S)**.

Site Search

Contract Number Contains

Is Commissioned Templates Only

Records : 0 to 0 of 0 (Maximum record limit is 1000) 1 of 1

Contract Number	Site Name	Address
<input type="button" value="Export To File"/>		

Enter the **Contract Number** for the site you are going to be updating and click **Search**.

If this is a **Blank Site** you will be updating then enter **Unallocated** as the **Contract Number**. You can also untick the **Is Commissioned** box.

This will bring up a list of the sites that match the information you have input:

Site Search

Contract Number Contains 1000797

Is Commissioned Templates Only

Records : 1 to 1 of 1 (Maximum record limit is 1000) 1 of 1

Contract Number	Site Name	Address
1000797	Training Test	Dummy, B65 SNA
<input type="button" value="Export To File"/>		

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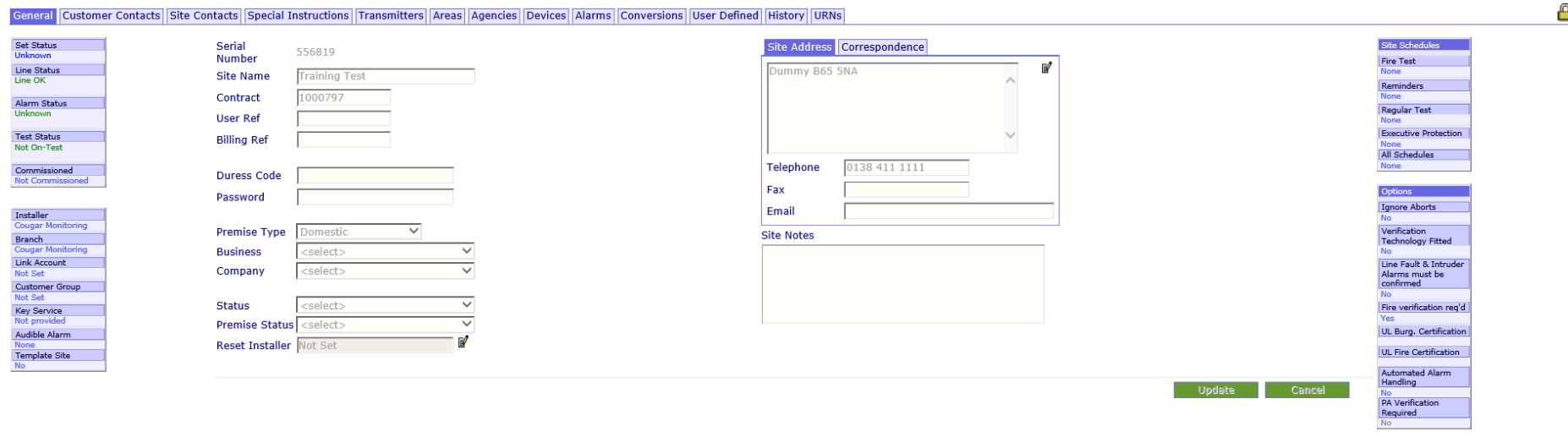
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Click on the **Contract Number** that you are wanting to update and it will bring up the following screen:



From this screen you will be able to see all the information that is currently set up for the account.

For this training guide we will be focusing on updating the main account details, site address, passwords etc.

(If you require information on how to **Update the Key Holders** please refer to the **Updating Key Holders and Setting Availability Training Guide**).

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The easiest way to do this is by clicking on the **Quick Edit** button underneath the site details.

Quick Edit

(Please note this may bring up a pop up box asking if you wish to navigate away from the page. You must agree to this in order to be sent to the **Editing** page.)

Serial Number	556819
Site Name	<input type="text" value="Training Test"/>
Contract	<input type="text" value="1000797"/>
User Ref	<input type="text"/>
Billing Ref	<input type="text"/>
Duress Code	<input type="text"/>
Password	<input type="text"/>
Premise Type	<input type="text" value="Domestic"/>
Business	<input type="text" value="<select>"/>
Company	<input type="text" value="<select>"/>
Status	<input type="text" value="<select>"/>
Premise Status	<input type="text" value="<select>"/>
Reset Installer	<input type="text" value="Not Set"/> 

Quick Edit

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This will then bring up a page showing all the **Details** currently listed on the account including **Key Holders**.

Quick Edit

Serial Number: 556819 Select

Contract Number: 1000797

Panel ID: 797

Network Address:

Transmitter Reference:

Name: Training Test

Address Line 1: Dummy

Address Line 2:

Address Line 3:

Post Code: B65 5NA

Phone 1: 0138 411 1111

Phone 2:

Email:

Password:

Notes:

Panel Manufacturer: *Not Set*

Panel Type: *Not Set*

Commissioned:

Termination Date:

Contacts

Contact Name	Comment	Mobile Number	Home Number	Work Number	Available Office Hours	Available Out of Hours	Change Priority	Delete Details
Jane Doe		0138 444 4444	0138 422 2222	0138 433 3333	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
John Smith		0138 466 6666	0138 455 5555		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
Out Of Hours		0138 488 8888		0138 477 7777	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Engineer 1	On call:29/05/2018 - Eng			0138 499 9999	<input type="checkbox"/>	<input type="checkbox"/>		
					<input type="checkbox"/>	<input type="checkbox"/>		
					<input type="checkbox"/>	<input type="checkbox"/>		
					<input type="checkbox"/>	<input type="checkbox"/>		

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The main information we will be changing on this page is the;

Contract Number – This is the number that the ARC Team use to locate the account. This can be numbers and letters with a maximum of 12 digits. Please note this is **Not** the same as the **Signalling ID** used by **Engineers**.

Name – This is the **Site Name**, so the name of the business or in the case of **Residential Customers** this should be their name. I.e. Mr & Mrs Smith.

Address – This is the **Address** for the **Site**. Please ensure we have at the very least the first line of the address and the correct postcode.

Site Phone Number – This is the phone number for the **Landline** on **Site**. If **Site** do not have a **Landline** please try and provide a **Mobile Number** for a phone that is kept at **Site**.

Email – This is the **Email Address** for the site, so a **Business Email Address** or in the case of **Residential Customers** an **Email Address** provided by themselves.

Password – This will be a **Site Password** and should be the **All OK Password**. Please ensure we have this information. The **Duress** is added in elsewhere.

Notes – This is where you can add **Notes**.

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In order to **Edit** the information you simply need to click once on the box you wish to amend and remove the current details and replace with the correct information. As you can see we have amended some of the information below.

Quick Edit

Serial Number	<input type="text" value="556819"/>	<input type="button" value="Select"/>
Contract Number	<input type="text" value="1000797"/>	
Panel ID	<input type="text" value="797"/>	
Network Address	<input type="text"/>	
Transmitter Reference	<input type="text"/>	
Name	<input type="text" value="Training Account"/>	
Address Line 1	<input type="text" value="Training Portal"/>	
Address Line 2	<input type="text" value="Test 1"/>	
Address Line 3	<input type="text" value="West Midlands"/>	
Post Code	<input type="text" value="B65 5NA"/>	
Phone 1	<input type="text" value="01384 111 111"/>	
Phone 2	<input type="text"/>	
Email	<input type="text" value="Testing@CougarMonitoring.com"/>	
Password	<input type="text" value="Test"/>	

Notes

This is a test account only.

In order to **Save** this information you need to scroll down to the bottom of the page and click **Save** on the bottom right. If for any reason you don't want to **Save** this information you simply click **Cancel**.

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Whilst there is an option to **Edit** the Key Holders here we won't be amending that information here. Instead refer to the **Updating Key Holders and Setting Availability Training Guide** which is much more in depth.

In order to navigate back to the main page, click again on **Sites** at the top and **Search (Alt + S)**. Then select the account you were editing. You can now see that the information has been updated:



You can **Edit** information from this page. You simply select the box you wish to **Edit** and input the correct information.

In order to **Edit** the **Site Address** however you need to **Click** on the little **Edit** button to the right of the box:

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This will bring up a separate box. Please note however this can take a bit of time.



Simply **Edit** the information then click **OK** once completed. If you do not wish to keep the changes, click **Cancel**. Remember to click **Update** once you are done.

If you require any further information on the above, please contact us at Arc@CougarMonitoring.com

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