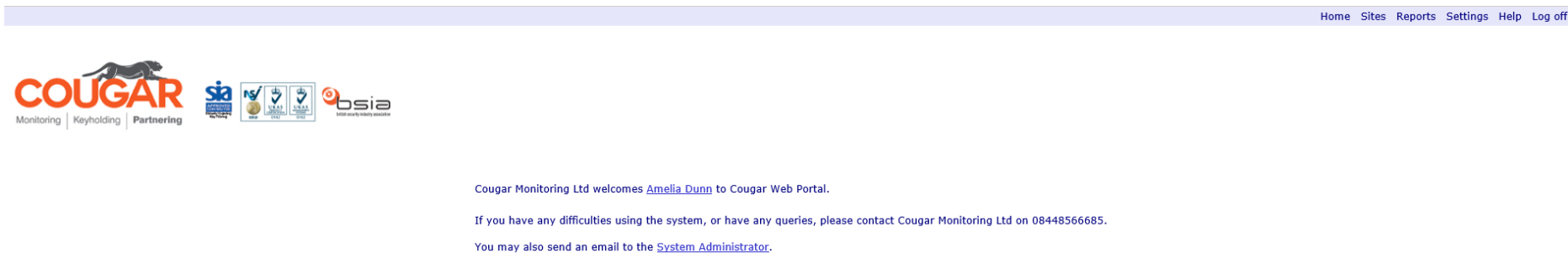


## How To Add and Update URNs Via the Cougar Portal

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](mailto: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:



Last updated 27.07.2018

Author: Amelia Dunn

t+ 44 (0) 844 85 666 85 | f+ 44 (0) 1384 565 668 | e: [info@cougarmonitoring.com](mailto:info@cougarmonitoring.com) | [www.cougarmonitoring.com](http://www.cougarmonitoring.com)

Head Office: **Cougar** Monitoring Ltd | Prime House, Sapcote Trading Centre, Powke Lane, Cradley Heath, West Midlands B64 5QR

London Office: 8 – 12 York Gate, London NW1 4QG | Registered at Head Office address | Reg No. 03223218 | Vat Reg No. 670 4860 27

## Portal Training Guide – Adding and Updating URNs.

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)

Contract Number	Site Name	Address
-----------------	-----------	---------

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

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)

Contract Number	Site Name	Address
<a href="#">1000797</a>	Training Test	Dummy, B65 5NA

Last updated 27.07.2018

Author: Amelia Dunn

t+ 44 (0) 844 85 666 85 | f+ 44 (0) 1384 565 668 | e: [info@cougarmonitoring.com](mailto:info@cougarmonitoring.com) | [www.cougarmonitoring.com](http://www.cougarmonitoring.com)

Head Office: **Cougar** Monitoring Ltd | Prime House, Sapcote Trading Centre, Powke Lane, Cradley Heath, West Midlands B64 5QR

London Office: 8 – 12 York Gate, London NW1 4QG | Registered at Head Office address | Reg No. 03223218 | Vat Reg No. 670 4860 27

## Portal Training Guide – Adding and Updating URNs.

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 adding and updating **URN's**.

Firstly select the **URNs** button on the top row:



You will be presented with the following screen:

Last updated 27.07.2018

Author: Amelia Dunn

t+ 44 (0) 844 85 666 85 | f+ 44 (0) 1384 565 668 | e: [info@cougarmonitoring.com](mailto:info@cougarmonitoring.com) | [www.cougarmonitoring.com](http://www.cougarmonitoring.com)

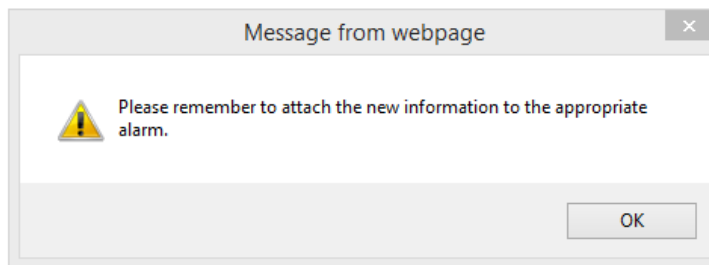
Head Office: **Cougar** Monitoring Ltd | Prime House, Sapcote Trading Centre, Powke Lane, Cradley Heath, West Midlands B64 5QR

London Office: 8 – 12 York Gate, London NW1 4QG | Registered at Head Office address | Reg No. 03223218 | Vat Reg No. 670 4860 27

## Portal Training Guide – Adding and Updating URNs.

URN	Type	Level	Reason	Date Change
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

At current this account does not have a **URN** listed. We will now add one by clicking the green **Add** button. You will be presented with a pop up:



Click **OK** and you will be able to add in the **URN**.

URN	Type	Level	Reason	Date Change
<input type="text"/>	Intruder	Level 1	*Not Set*	27/07/2018

As you can see there are a couple of boxes you need to input and check the information of. The first box under **URN** is where you need to input the **URN** number.

Last updated 27.07.2018

Author: Amelia Dunn

t+ 44 (0) 844 85 666 85 | f+ 44 (0) 1384 565 668 | e: [info@cougarmonitoring.com](mailto:info@cougarmonitoring.com) | [www.cougarmonitoring.com](http://www.cougarmonitoring.com)

Head Office: **Cougar** Monitoring Ltd | Prime House, Sapcote Trading Centre, Powke Lane, Cradley Heath, West Midlands B64 5QR

London Office: 8 – 12 York Gate, London NW1 4QG | Registered at Head Office address | Reg No. 03223218 | Vat Reg No. 670 4860 27

The drop down list under **Type** is where you select which type or **URN** you are inputting. Normally you would choose from Intruder, PA (Personal Attack) and CCTV. Though there are other types. **Please Note: We are only able to use the correct URN Type for any activation we receive. So we would be unable to use an Intruder URN for anything other than a Confirmed Intruder alarm etc.**

The drop down list underneath **Level** is where you select what **Level** the **URN** is currently set to. This is where you will be able to amend if a **URN** needs to be put onto **Self-Suspend, Withdrawn** or put back live after suspension.

**Level 1** – Instant Response.

**Level 2** – Reduced Response.

**Level 3** – No Response.

With the **Levels** these are affected by how many false alarms the **Agency** are dispatched to. You will receive letters from the **Agency** informing you if the **Level** is to be changed.

**URN Withdrawn** – You will need to select this for any **URN** that has been **Withdrawn**. This is normally due to having too many false activations within a set period of time.

**URN Applied For** – This is not normally used but it just informs anyone accessing the account that a **URN** has been applied for. However without the **URN** number we would be unable to police an activation.

Last updated 27.07.2018

Author: Amelia Dunn

t+ 44 (0) 844 85 666 85 | f+ 44 (0) 1384 565 668 | e: [info@cougarmonitoring.com](mailto:info@cougarmonitoring.com) | [www.cougarmonitoring.com](http://www.cougarmonitoring.com)

Head Office: **Cougar** Monitoring Ltd | Prime House, Sapcote Trading Centre, Powke Lane, Cradley Heath, West Midlands B64 5QR

London Office: 8 – 12 York Gate, London NW1 4QG | Registered at Head Office address | Reg No. 03223218 | Vat Reg No. 670 4860 27

**URN Not Applied For** – This is not normally used but it just informs anyone accessing the account that a **URN** has **NOT** been applied for on this account.

**Self-Suspended** – You will need to select this for any **URN** that is currently **self-suspended**.

There is another list underneath **Reason** which states **\*Not Set\***. You do not need to do anything with this one.

The **Date Change** will need to be updated with the date you are adding or changing the information.

Once you have input the information required click on the green **Update** button.

For this we have added in an Intruder, PA and CCTV **URN's**:

URN	Type	Level	Reason	Date Change	
1234	Intruder	Level 1	*Not Set*	27/07/2018	✗
1234PA	PA	Level 1	*Not Set*	27/07/2018	✗
1234CCTV	CCTV	Level 1	*Not Set*	27/07/2018	✗

In order for this information to present to the operator should we receive an activation we can police, we must ensure we have a **Police Agency** set up on the account. The same goes for the **Fire Agency**. We will explain how to do this further down.

Should you need to update the information of the **URN** or set one to **Withdrawn** etc, then you simply need to locate the correct **URN** and use the drop down menus to change the **Level** of the **URN** and then click the green **Update** button to save your changes.

Last updated 27.07.2018

Author: Amelia Dunn

t+ 44 (0) 844 85 666 85 | f+ 44 (0) 1384 565 668 | e: [info@cougarmonitoring.com](mailto:info@cougarmonitoring.com) | [www.cougarmonitoring.com](http://www.cougarmonitoring.com)

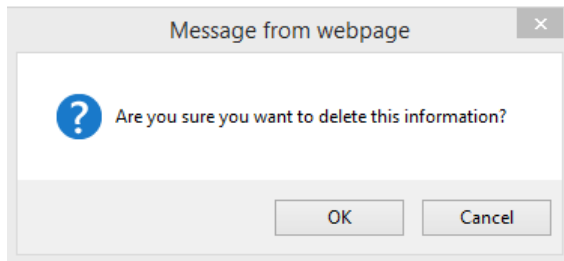
Head Office: **Cougar** Monitoring Ltd | Prime House, Sapcote Trading Centre, Powke Lane, Cradley Heath, West Midlands B64 5QR

London Office: 8 – 12 York Gate, London NW1 4QG | Registered at Head Office address | Reg No. 03223218 | Vat Reg No. 670 4860 27

URN	Type	Level	Reason	Date Change	
I234	Intruder	Level 2	*Not Set*	27/07/2018	X
I234PA	PA	Self Suspend	*Not Set*	27/07/2018	X
I234CCTV	CCTV	URN Withdrawn	*Not Set*	27/07/2018	X

Add
Update Cancel

Should you be required to completely remove a **URN** you can do this by clicking on the red **X** next to the **URN** you need to remove. You will be presented with a pop up:



Click **OK** and then the green **Update** button to save the changes.

Now we will discuss how to set up the **Police** and **Fire Agency** on the account. Using the top menu again select **Agencies**.



You will now be presented with the following screen. We are only interested in the top 3 rows underneath **Agencies**.

Last updated 27.07.2018

Author: Amelia Dunn

t+ 44 (0) 844 85 666 85 | f+ 44 (0) 1384 565 668 | e: [info@cougarmonitoring.com](mailto:info@cougarmonitoring.com) | [www.cougarmonitoring.com](http://www.cougarmonitoring.com)


Head Office: **Cougar** Monitoring Ltd | Prime House, Sapcote Trading Centre, Powke Lane, Cradley Heath, West Midlands B64 5QR


London Office: 8 – 12 York Gate, London NW1 4QG | Registered at Head Office address | Reg No. 03223218 | Vat Reg No. 670 4860 27




## Portal Training Guide – Adding and Updating URNs.

### Agencies

Police  

Fire  

Medical  

### General Agencies

Name	Status	From: Date	Time	To: Date	Time	Areas	Edit	Action
------	--------	------------	------	----------	------	-------	------	--------

 ADD

In order to add in the **Police** or **Fire Agency** you need to click the **Pencil and Paper Symbol** to the right of the box.



This will now allow you to select from the drop down list. You must ensure you select the correct **Agency**. Inputting an incorrect **Agency** here could cause delays in the emergency services being dispatched to site.

Once you have selected the **Agency** you will need to click on the **Floppy Disk Symbol** to save this information. The **Undo Symbol** to the left of this will remove any changes you have made that you haven't yet saved.

Last updated 27.07.2018

Author: Amelia Dunn

t+ 44 (0) 844 85 666 85 | f+ 44 (0) 1384 565 668 | e: [info@cougarmonitoring.com](mailto:info@cougarmonitoring.com) | [www.cougarmonitoring.com](http://www.cougarmonitoring.com)

Head Office: **Cougar** Monitoring Ltd | Prime House, Sapcote Trading Centre, Powke Lane, Cradley Heath, West Midlands B64 5QR

London Office: 8 – 12 York Gate, London NW1 4QG | Registered at Head Office address | Reg No. 03223218 | Vat Reg No. 670 4860 27



## Portal Training Guide – Adding and Updating URNs.



### Agencies

Police

Fire

Medical

### General Agencies

Name	Status	From: Date	Time	To: Date	Time	Areas	Edit	Action

ADD

As you can see once you have saved this information it shows up in grey in the box.

You do not need to select a **Medical Agency** as we are not given direct numbers to Hospitals etc. These activations will always be passed through the **999** number.

The **General Agencies** underneath is where you would select a **Guarding Company** to be listed on the site. This will be explained in a separate **Training Guide**.

If you require any further information on the above, please contact us at [Arc@CougarMonitoring.com](mailto:Arc@CougarMonitoring.com)

Last updated 27.07.2018

Author: Amelia Dunn

t+ 44 (0) 844 85 666 85 | f+ 44 (0) 1384 565 668 | e: [info@cougarmonitoring.com](mailto:info@cougarmonitoring.com) | [www.cougarmonitoring.com](http://www.cougarmonitoring.com)

Head Office: **Cougar** Monitoring Ltd | Prime House, Sapcote Trading Centre, Powke Lane, Cradley Heath, West Midlands B64 5QR

London Office: 8 – 12 York Gate, London NW1 4QG | Registered at Head Office address | Reg No. 03223218 | Vat Reg No. 670 4860 27