

How To Update Site Schedules 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 00:01 – 23:59 for the Schedules.

There will be 3 parts to the following **Training Guide**:

- Part 1 will cover the basics on how to add and amend a standard site **Schedule**. Pages 4 – 9.
- Part 2 will go more in depth and cover **Schedules** where the site remains **Open** overnight. Pages 10 – 12.
- Part 3 will cover how to add and amend a **Temporary Schedule**. Pages 13 – 19.

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.

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Portal Training Guide – Updating Site Schedules.

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](#).

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
<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:

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Site Search

Contract Number Contains

Is Commissioned Templates Only

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

Contract Number	Site Name	Address
1000797	Training Test	Dummy, B65 SNA

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

General | Customer Contacts | Site Contacts | Special Instructions | Transmitters | Areas | Agencies | Devices | Alarms | Conversions | User Defined | History | URNs

Set Status
Unknown

Line Status
Line OK

Alarm Status
Unknown

Test Status
Not On-Test

Commissioned
Not Commissioned

Installer
Cougar Monitoring

Branch
Cougar Monitoring

Link Account
Not Set

Customer Group
Not Set

Key Service
Not provided

Audible Alarm
None

Template Site
No

Serial Number: 556819
Site Name: Training Test
Contract: 1000797
User Ref:
Billing Ref:
Duress Code:
Password:
Premise Type: Domestic
Business: <select>
Company: <select>
Status: <select>
Premise Status: <select>
Reset Installer: Not Set

Site Address | Correspondence

Dummy B65 SNA

Telephone: 0138 411 1111
Fax:
Email:

Site Notes

Site Schedules
Fire Test: None
Reminders: None
Regular Test: None
Executive Protection: None
All Schedules: None

Options
Ignore Aborts: No
Verification Technology Fitted: No
Line Fault & Intruder Alarms must be confirmed: No
Fire verification req'd: Yes
UL Burg. Certification: No
UL Fire Certification: No
Automated Alarm Handling: No
PA Verification Required: No

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 site **Schedule**.

(If you require information on how to **Update** other sections of the account, please refer to the relevant training guide).

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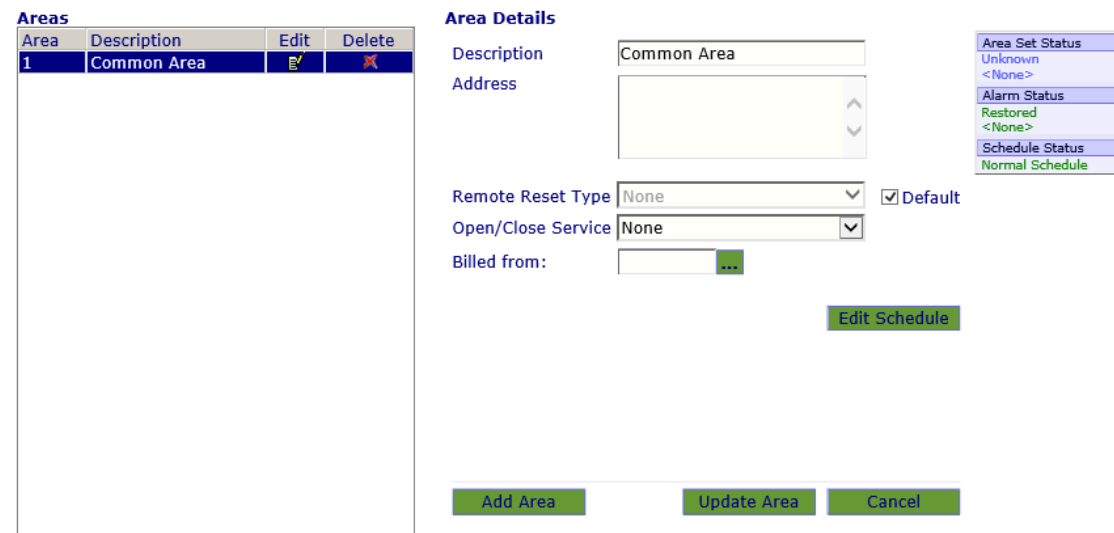
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Part 1 – How To Add and Amend a Standard Site Schedule.

In order to locate the site **Schedule** we need to click on **Areas** on the navigation bar.



This will bring up the below screen:



Areas

Area	Description	Edit	Delete
1	Common Area		

Area Details

Description: Common Area

Address:

Remote Reset Type: Default

Open/Close Service:

Billed from:

Area Set Status
Unknown
<None>

Alarm Status
Restored
<None>

Schedule Status
Normal Schedule

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Portal Training Guide –
Updating Site Schedules.

Click on the **Edit Schedule** button.

Edit Schedule

You will now be presented with the below pop up:

Schedule
x

Regular | Temporary | Holiday Sets

Holiday Set:

Schedule status: Consistent
 No changes have been made.

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action

Event Windows	Alarm	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Early Open (I)	Yes	30	30	30	30	30	30	30		
Late Open (I)	Default	30	30	30	30	30	30	30		
Early Close (I)	Default	30	30	30	30	30	30	30		
Late Close (I)	Default	30	30	30	30	30	30	30		
Open Overdue (I)	Default	30	30	30	30	30	30	30		
Close Overdue (I)	Default	30	30	30	30	30	30	30		

Add Open/Close Row
Apply Changes
Cancel Changes
Close

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Click on **Add Open/Close Row** and you will be presented with the following:

Add Open/Close Row

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open <input type="button" value="v"/>	<input type="text"/> »	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="button" value="↶"/>

You need to input here the times that the site **Opens**.

Please note that the system works on the 24 hour clock, so all times must be input in this format. If the site opens at Midnight this must be input as 00:01 and not 00:00. If the site closes at Midnight this must be input as 23:59 and not 00:00.

If the site **Opens** at the same time every day you can enter this information in the box underneath **Mon** and click on the **»** to have the system automatically fill in the remaining boxes. If the site has different opening times or does not open on specific days then you will need to input this information manually.

Once you have input the **Opening Times** you need to click on the green **Tick** in the **Edit** column. If on any of the days the site does not **Open** you just leave this blank.



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You will see that this information has been saved, however we still need to input the **Close** times for site or the system will not accept the **Schedule**. You can see below that it is currently showing the **Schedule Status** as **Inconsistent**.

Schedule ✕

Regular |
 Temporary |
 Holiday Sets

Holiday Set

Schedule status: Inconsistent
 The schedule is not consistent Open Monday - Open Tuesday
 The schedule is not consistent Open Tuesday - Open Wednesday
 The schedule is not consistent Open Wednesday - Open Thursday

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	07:00	07:00	07:00	07:00	07:00			✎	✖

In order to add the **Close** times you need to click on **Add Open/Close Row** again.

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	07:00	07:00	07:00	07:00	07:00			✎	✖
Close <input type="text" value=">>"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	✔	↶

Fill in the **Close** row in as above and click the green **Tick**.

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You can see below that this **Schedule** is accepted by the system.

Schedule

Regular | Temporary | Holiday Sets

Holiday Set: <select>

Schedule status: Consistent
Changes have been made, please click on 'Apply Changes' to save them.

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	07:00	07:00	07:00	07:00	07:00				
Close	17:00	17:00	17:00	17:00	17:00				

In order to save this you must click on **Apply Changes**. (Please note only click **Apply Changes** once when you are finished as clicking this multiple times will create multiple **Schedules**).

Apply Changes

If for any reason you do not want to keep this **Schedule** you can click on **Cancel Changes** next to it and it will remove the **Schedule** from the above. Once completed click on **Close**.

Apply Changes | Cancel Changes | Close

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If you need to change the times on a specific row you can do this by clicking the **Pen and Paper** symbol in the **Edit** column.



This cover the basics on how to add and amend a site Schedule.

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


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Part 2 – A More In-Depth Guide To Schedules.

Now we will go more in-depth on the **Schedules**.

If you have a site that has multiple **Open** and **Close** times we can input this in the same way as we have previously. We simply need to add in more **Open/Close Rows**.

As you can see on the below **Schedule** we have the site set to **Open** at 07:00 Monday to Friday, it is set to **Close** at 17:00 before it **Opens** again at 20:00 and finally **Closes** at 22:00.

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	07:00	07:00	07:00	07:00	07:00				
Close	17:00	17:00	17:00	17:00	17:00				
Open	20:00	20:00	20:00	20:00	20:00				
Close	22:00	22:00	22:00	22:00	22:00				

The **Schedule** must always be input with the earliest time starting from **00:01** and the latest time ending at **23:59**.

If however we have a site that remains **Open** overnight we need to input this differently from the above.

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So if we have the following **Schedule**:

Day	Open	Close	Open	Close
Monday	07:00	18:00	23:00	05:00
Tuesday	07:00	18:00	23:00	05:00
Wednesday	07:00	20:00	23:00	05:00
Thursday	07:00	18:00	23:00	05:00
Friday	07:00	18:00	23:00	05:00
Saturday	07:00	18:00		
Sunday	10:00	17:00	23:00	05:00

We will need to input this as the below:

Day	Open	Close	Open	Close	Open	Close
Monday	00:01	05:00	07:00	18:00	23:00	23:59
Tuesday	00:01	05:00	07:00	18:00	23:00	23:59
Wednesday	00:01	05:00	07:00	20:00	23:00	23:59
Thursday	00:01	05:00	07:00	18:00	23:00	23:59
Friday	00:01	05:00	07:00	18:00	23:00	23:59
Saturday	00:01	05:00	07:00	18:00		
Sunday	10:00	17:00	23:00	23:59		

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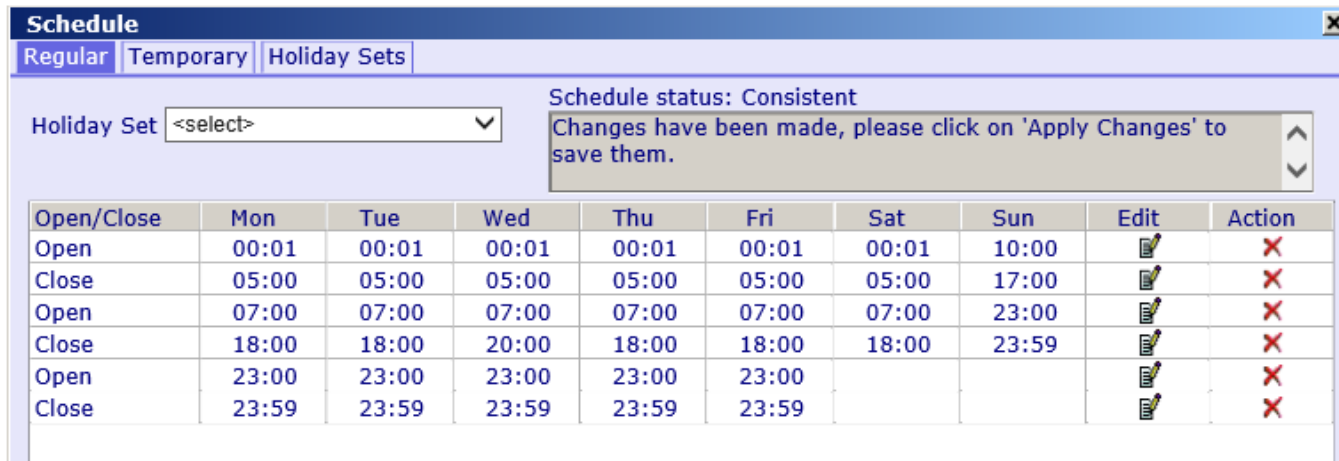
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Once input on the system it will look like:



Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	00:01	00:01	00:01	00:01	00:01	00:01	10:00		
Close	05:00	05:00	05:00	05:00	05:00	05:00	17:00		
Open	07:00	07:00	07:00	07:00	07:00	07:00	23:00		
Close	18:00	18:00	20:00	18:00	18:00	18:00	23:59		
Open	23:00	23:00	23:00	23:00	23:00				
Close	23:59	23:59	23:59	23:59	23:59				

So you can see that we have put that the site **Opens** at 00:01 Monday to Saturday. This is because the site is already **Open** as they work overnight. From there the **Schedule** is input in chronological order for that days **Open** and **Close** times. The site is set to **Close** for the final time at 23:59. You are not able to have a site remain **Open** overnight on the system, it must always be set to **Close** at 23:59 and **Open** at 00:01 if there is overnight working.

This covers the more in-depth section of the **Schedules**.

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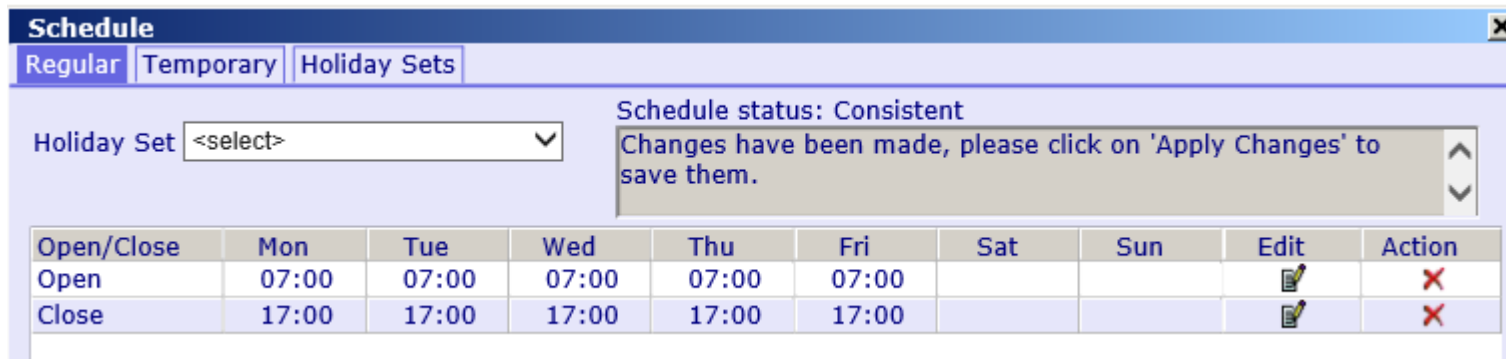


Part 3 – Temporary Schedules.

For the final part of the guide we will cover **Temporary Schedules**.

This can be a short term change to the **Schedule** to cover weekend working or a short holiday, or it can cover a longer period of time should there be a seasonal change to the **Schedule**.

For this part of the guide we will use a standard Monday to Friday 07:00 – 17:00 **Schedule**.



Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	07:00	07:00	07:00	07:00	07:00				
Close	17:00	17:00	17:00	17:00	17:00				

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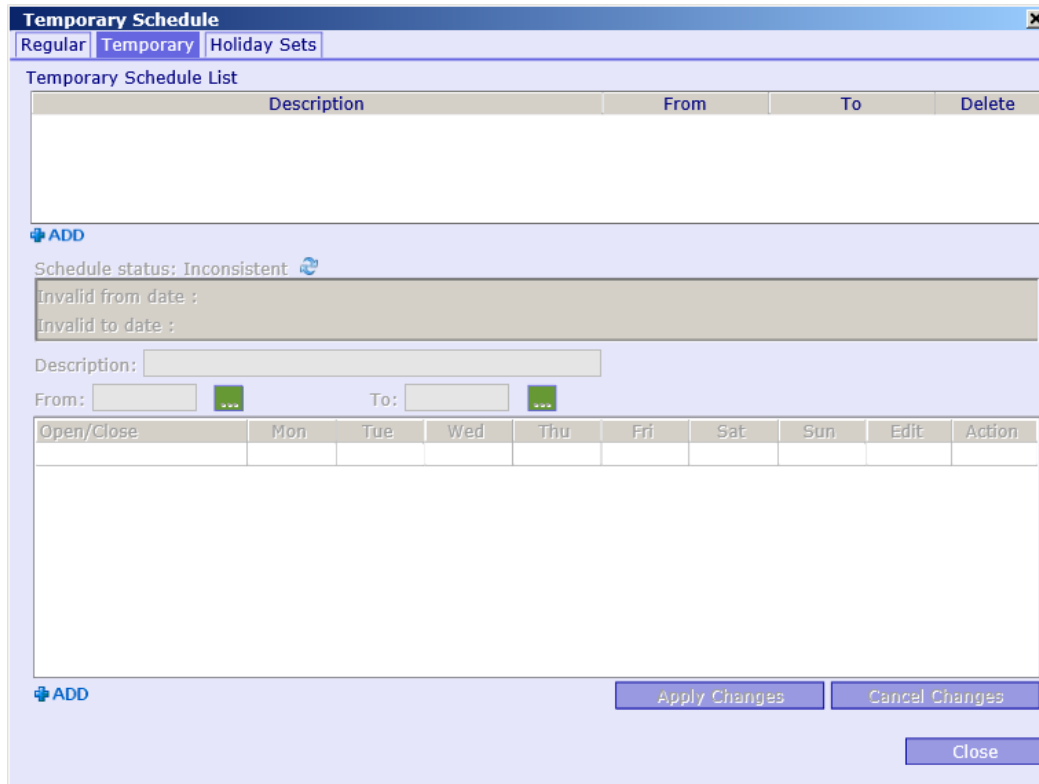
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Select **Temporary** on the top row:




Temporary Schedule [X]

Regular | **Temporary** | Holiday Sets

Temporary Schedule List



Description	From	To	Delete
-------------	------	----	--------

+ ADD

Schedule status: Inconsistent 

Invalid from date :
Invalid to date :

Description:

From:  To: 

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
------------	-----	-----	-----	-----	-----	-----	-----	------	--------

+ ADD

Apply Changes Cancel Changes

Close

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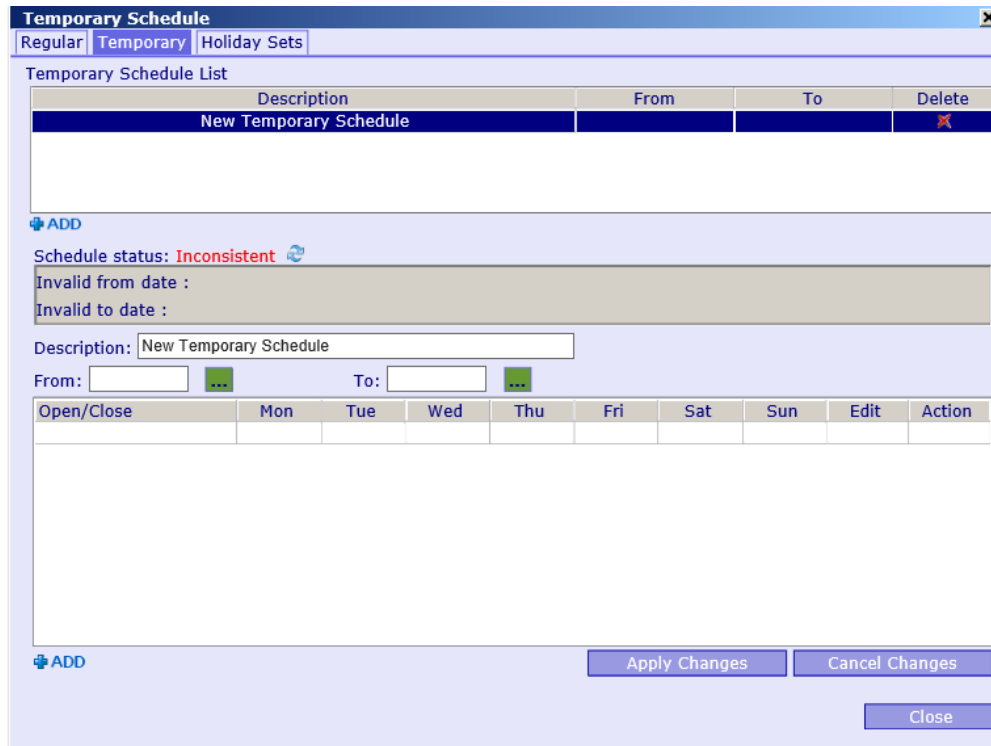
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Click on the  button underneath the **Temporary Schedule List**. This will now look like the below:



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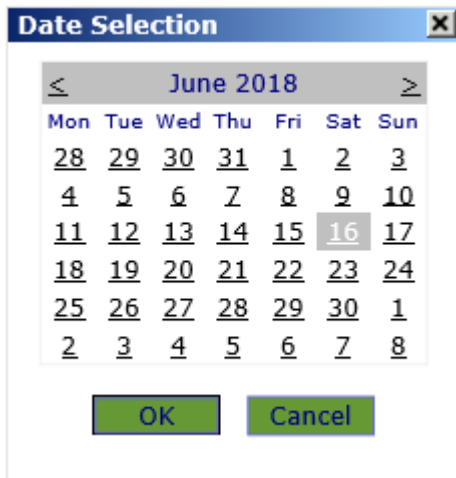
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The first thing to do is to change the **Description**. If this is for a weekend you can input **Weekend Working** likewise if it covers a **Bank Holiday** you can use this instead.

You then need to click on the  next to **From:** and **To:** and select the correct dates from the pop up box.



Then you need to click on the  button underneath the **Description** and this bring up the **Open** row as before.

You need to ensure you only input information that covers the days you adding the information for. So in this instance we are only inputting information for Saturday and Sunday.

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Once you have input the **Open** information you need to do the same as above, click the green **Tick** then add in the **Close** row. Once you have finished click **Apply Changes** to save this information and it will look like the below.

Temporary Schedule ✕

Regular
Temporary
Holiday Sets

Temporary Schedule List

Description	From	To	Delete
Weekend Working	16/06/2018	17/06/2018	✕

+ADD

Schedule status: Consistent

No changes have been made.

Description:

From: ... To: ...

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open						08:00	08:00		✕
Close						15:00	16:00		✕

+ADD

Apply Changes
Cancel Changes

Close

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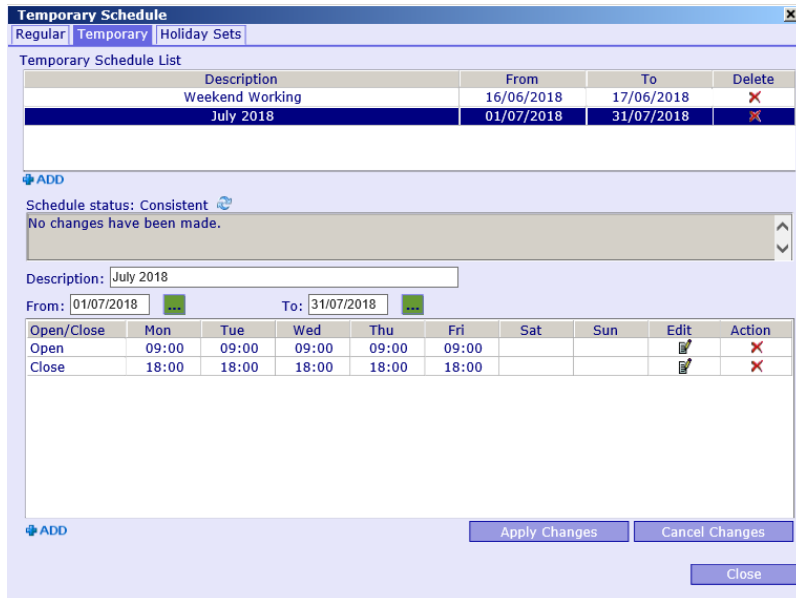
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If you want to change the **Schedule** for a larger period of time you just need to select the relevant dates. If we amend the **Schedule** for the whole of July it will look like the below:



The screenshot shows a 'Temporary Schedule' window with the following components:

- Temporary Schedule List:**

Description	From	To	Delete
Weekend Working	16/06/2018	17/06/2018	X
July 2018	01/07/2018	31/07/2018	X
- Schedule status:** Consistent. No changes have been made.
- Description:** July 2018
- From:** 01/07/2018 **To:** 31/07/2018
- Open/Close Table:**

Open/Close	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Edit	Action
Open	09:00	09:00	09:00	09:00	09:00			[Pencil]	X
Close	18:00	18:00	18:00	18:00	18:00			[Pencil]	X
- Buttons:** Apply Changes, Cancel Changes, Close.

As you can see it shows both the **Weekend Working** and the **July 2018** changes in the **Schedule**. To see which days and times have been changed you can click on the name underneath **Description** and it will show in the box below. These can then be amended as per the above.

Once finished click on **Close**.

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Please note if you need to amend the **Schedule** for a large period of time that **covers more than one of the same day**, so it covers 2 Mondays, but those days have **Different Times**, you will need to do this as **Separate Temporary Schedules**, you cannot do this on the same **Temporary Schedule**. If on any of the days the site will not be **Open** you just leave these blank as before.

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

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