



City of Lincoln Emergency Alarm Registration

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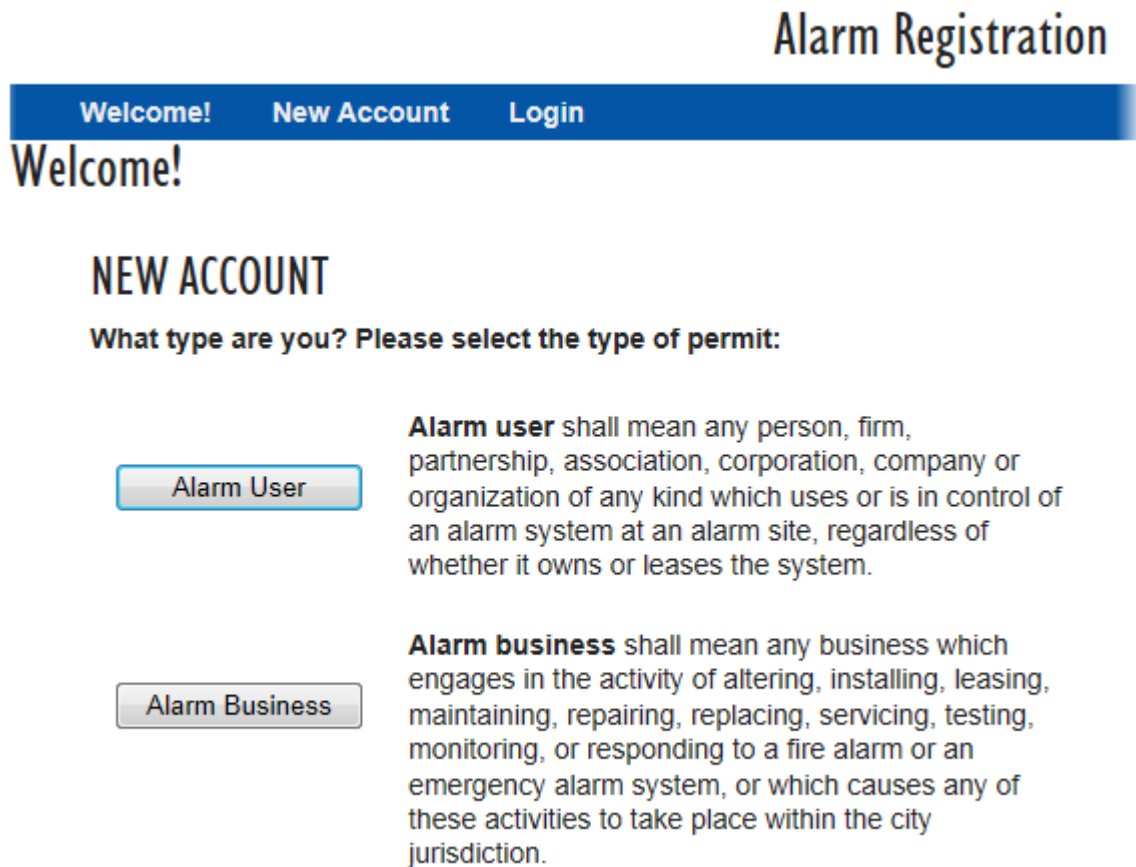
New Emergency Alarm Registration

The following section outlines the process for an emergency alarm system owner to register their emergency alarm system or an alarm business to register as an alarm business. Alarm businesses registering systems on behalf of customers must first log in to their account and follow the instructions in the “Entering New Customers” section for registering emergency alarm systems on behalf of customers.

To register for a new emergency alarm permit, click the “New Account” link:



Next, click the button for the appropriate type of permit to begin the registration process:



The information collected for alarm user and alarm business registrations is similar. Alarm user pages will be shown in this guide and differences between the two processes will be noted. After clicking on the button for the appropriate type, the page to enter client details will next be displayed:

Alarm Registration

Client Make a Payment Receipts Permit Invoice False Alarm Logout

Client Detail

Account ID: Client Type: U
Password * Retype Password: *
(Minimum of 8, Case Sensitive)

Responsible Party

Company Name:
Last Name: * First Name: *
Address 1: *
Address 2:
City: * State: NE Zip: *
Phone #1: * #2: #3: #4:
Phone Ext #1: #2: #3: #4:
Email: *

On this page, enter the details of the person responsible for the alarm (alarm business registration will include an EIN field). The details entered in the responsible party section will be used for sending correspondence related to all permits tied to the account. Although the permit details may be the same, this is the information about the client account. This allows multiple permits to be tied to a single account. At a minimum, enter the fields marked by a red asterisk. When finished, click the "Insert" button at the bottom of the page.

The next page is the Permit Details page:

Alarm Registration

Client Make a Payment Receipts Permit Invoice False Alarm Logout

Permit Detail

Account ID: 320018 - User, Alarm [Permit L]
Permit ID: Type: * Status: Pending
Status Date: 5/19/2014 Expire Date:
Create Date: 5/19/2014 1:56 PM Update Date: 5/19/2014 1:56 PM

For Businesses, put the entire Business Name in Last Name and leave First Name empty.

Alarm/Permit Location

Last Name: * First Name:
Address 1: *
Address 2:
City: Lincoln State: NE Zip: *
Phone #1: * #2: #3: #4:
Ext #1: #2: #3: #4:
Email:

Near the top is a selection for the type of permit. Select the appropriate type of permit, Commercial or Residential (alarm business permits will be pre-selected to "Business"). Next, enter the details of the alarm or permit location. For alarm

users, this will be the location of the emergency alarm. For alarm businesses, this will be the location of the business that holds the permit. If the name and address information are the same as the Responsible Party information, click the “Copy Responsible Party” button to copy the details from the Responsible Party section.

For alarm users, below the location details is an area to select the company that monitors the emergency alarm. Clicking the magnifying glass next to the field displays a form that allows searching and selection of alarm companies:

Alarm Relationships

Monitored By * 

Click on the magnifying glass to search for a company.

Once all of the details have been entered, click on the “Insert” button. Payment for the permit can then be made from the next page by clicking on the “Make a Payment” link:

Alarm Registration

[Client](#) [Make a Payment](#) [Receipts](#) [Permit](#) [Invoice](#) [False Alarm](#) [Logout](#)

Permit Detail

If you are done, [Make a Payment](#) or click 'New Permit' to add more alarm locations.

Account ID: 320018 - User, Alarm

Permit ID: 320018

Type: Residential Status: Pending


The next page will list the pending payments:

Alarm Registration

[Client](#) [Make a Payment](#) [Receipts](#) [Permit](#) [Invoice](#) [False Alarm](#) [Logout](#)

Payments

Account ID: 320018 - User, Alarm

Show Up To: 

Permit ID:

Permit	Client Name	Address	Status	Invoice	Invoice Dt	Description	Charge	Adjust	Payment	Owed
320018	User, Alarm	555 South 10th St	Pending	165910	5/19/2014	New Residential	25.00	0.00	0.00	25.00
										Total \$25.00

After reviewing, click the “Continue with Payment” button and a final page listing the items to be included in the payment will be displayed:

Alarm Registration

[Client](#) [Make a Payment](#) [Receipts](#) [Permit](#) [Invoice](#) [False Alarm](#) [Logout](#)

Payments

Account ID: 320018 - User, Alarm

Permit	Client Name	Address	Status	Invoice	Invoice Dt	Description	Charge	Adjust	Payment	Owed
320018	User, Alarm	555 South 10th St	Pending	165910	5/19/2014	New Residential	25.00	0.00	0.00	25.00
										Total \$25.00

You must click 'Pay Now' to complete your payment.

Click the "Pay Now" button to begin the payment process. A page will be displayed to enter the Credit Card details:



Payment Processing



Billing Information

Description	Alarm Registration	Amount
Alarm Registration	Account # 320043: User, Alarm	25.00
e-Processing Fee		0.00
Total		\$25.00

Credit / Debit Card Information

*Card Type			
<input type="radio"/> Discover	<input type="radio"/> MasterCard	<input type="radio"/> Visa	
*Card Number	*Card Expiration	*Security Code ?	*CC Billing Zipcode
<input type="text"/>	<input type="text" value="-Month-"/> / <input type="text" value="-Year-"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Process"/> <input type="button" value="Reset"/>			

This process may take a few moments.
Please be patient, submit only once, and do not use the STOP or BACK buttons to interrupt this process.

* are required entries.

Enter the credit card details and click the "Process" button. When payment processing completes, a page similar to the following will be displayed:

Billing Information

Description	Alarm Registration	Amount
Alarm Registration	Account # 320043: User, Alarm	25.00
e-Processing Fee		0.00
Total		\$25.00

Credit / Debit Card Information



Approved
Your reference number is:
A7106BF5D702

Please make a note of this number together with this date. **5/23/2014 1:49:19 PM**
You may print this page for your records.

Thank you, your account has been updated.

[Back to Alarm Registration](#)



Click the “Back to Alarm Registration” link to return to the registration system. The page displayed will list the receipt and allow selection of the receipt to view more details:

Alarm Registration

- [Client](#)
- [Make a Payment](#)
- [Receipts](#)
- [Permit](#)
- [Invoice](#)
- [False Alarm](#)
- [Logout](#)

Receipt List

Account ID: 320043 - User, Alarm

RCPT	Payment Date	Pay Type	Pay Ref	Total
Select 38417	5/23/2014 1:49 PM	Web Credit Card	A7106BF5D702	25.00

Clicking the “Select” link next to the receipt number will display additional details related to the payment.

At this point, the registration process is complete. Click the “Logout” link to log out of your account. Record your Account ID and password to log in to the system in the future.

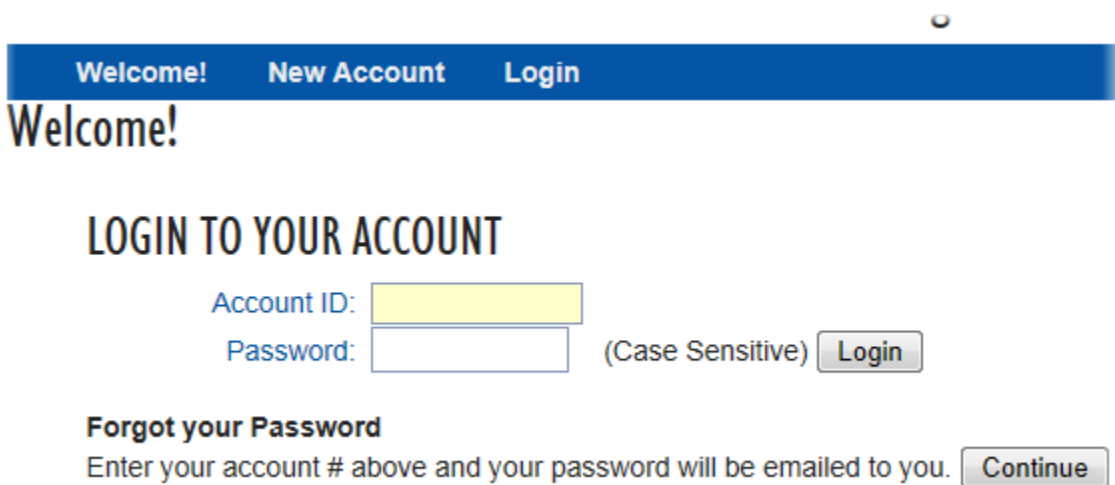
Online Account Services

Logging in

To view or update details about an account, make payments, etc., log in to the account by clicking the “Login” link at the top of the main page:



At the login page, enter the Account ID and Password and then the “Login” button:

A screenshot of the login page. At the top, there is a blue navigation bar with the links "Welcome!", "New Account", and "Login". Below the navigation bar, the text "Welcome!" is displayed. The main heading is "LOGIN TO YOUR ACCOUNT". Below this heading, there are two input fields: "Account ID:" followed by a yellow input box, and "Password:" followed by a white input box. To the right of the password input box, the text "(Case Sensitive)" is displayed, followed by a "Login" button. Below the input fields, there is a link "Forgot your Password" and a "Continue" button. The text "Enter your account # above and your password will be emailed to you." is displayed below the "Forgot your Password" link.

Forgotten passwords

In the case of a forgotten password, enter the account id and click the “Continue” button and the password will be sent to the email of the responsible party.

After a successful login, the initial page displayed is the Client Detail page:

Alarm Registration

[Client](#) [Make a Payment](#) [Receipts](#) [Permit](#) [Invoice](#) [False Alarm](#) [Logout](#)

Client Detail

Account ID: 320043
Password: *****

Client Type: Alarm User

Total Due: \$25.00

Responsible Party

Company:

Full Name: Alarm User

Address 1: 525 South 10th St

Address 2:

City: Lincoln State: NE Zip Code: 68508

Phone #1: (402) 441-5661

#2:

#3:

#4:

Phone Ext #1:

#2:

#3:

#4:

Email: alarmreg@lincoln.ne.gov

[Email the City Treasurer](#) 

[Edit](#)

Permit List

	Permit	Loc	Status	Expire Dt	Name	Address
Select	320043	Residential	Active	5/23/2015	User, Alarm	525 South 10th St
Select	320050	Residential	Pending		User, Alarm	555 South 10th St
New Permit						

Updates to the Responsible Party details can be made by clicking the “Edit” button underneath the details. The responsible party address/email will be used for all correspondence related to permits tied to the account will be sent. Once finished with the changes, click the “Update” button to save the changes or “Cancel” to cancel the changes.

Below the responsible party details is a list of permits tied to the account. Click the “Select” link to the left of the permit number to view the details of the permit. The information on the permit details page can be edited by clicking the “Edit” button at the bottom of the page. Clicking the “Back to Client” button will return to the main Client Details page. Registering new permits tied to this client can be made by clicking the “New Permit” link below the list of permits on the Client Detail page or by clicking the “New Permit” button at the bottom of the Permit Detail page.

Making Payments

When a payment is due on an account, the amount due is listed on the right-hand side of the Client Detail page. Click on the “Make a Payment” link and follow the instructions to make a payment. The instructions are also detailed in the “New Emergency Alarm Registration” section.

Viewing False Alarms

False alarms that have occurred at the permit location (applicable to alarm user permits) can be viewed by clicking the “False Alarm” link:

Alarm Registration



Client	Make a Payment	Receipts	Permit	Invoice	False Alarm	Logout
------------------------	--------------------------------	--------------------------	------------------------	-------------------------	-----------------------------	------------------------

False Alarm

Account ID: 320043 - User, Alarm

Permit ID: 320043 - User, Alarm - 525 South 10th St Status: Active Expire Date: 5/23/20

Count	Status	Case No	Alarm Date	CAD Addr	Code	Alarm Type
0	A	B4-000000	5/27/2014 11:32 AM	525 S 10th St		

The page displayed will list any false alarms that have been linked to the currently selected permit (denoted by the permit number to the right of “Permit ID”, change by selecting a different permit from the Client Detail page). Clicking the case number in the “Case No” column will display additional details related to the false alarm.

Viewing Invoices

To view a list of invoices for the account, click the “Invoice” link:

Alarm Registration



Client	Make a Payment	Receipts	Permit	Invoice	False Alarm	Logout
------------------------	--------------------------------	--------------------------	------------------------	-------------------------	-----------------------------	------------------------

Invoices

Account ID: 320043 - User, Alarm

Permit ID: 320043 - User, Alarm - 525 South 10th St Status: Active Expire Date: 5/23/20

Invoice ID:

Invoice	Date	CaseNo	Sent	Description	Charge	Adjust	Payment	Comment
161659	5/20/14			New Residential	25.00	0.00	25.00	

The page displayed will list all invoices that have been generated on the currently selected permit (denoted by the permit number to the right of “Permit ID”, change by selecting a different permit from the Client Detail page). To make a payment on any outstanding invoices, click on the “Make a Payment” link and follow the instructions on the pages that follow.

Viewing Receipts

To view all receipts associated to the account, click the “Receipts” link:

Alarm Registration

[Client](#) [Make a Payment](#) [Receipts](#) [Permit](#) [Invoice](#) [False Alarm](#) [Logout](#)

Receipt List

Account ID: 320043 - User, Alarm

RCPT	Payment Date	Pay Type	Pay Ref	Total
Select 38417	5/23/2014 1:49 PM	Web Credit Card	A71O6BF5D702	25.00

Click the “Select” link next to the receipt number (RCPT) to view the details of the receipt. From the Alarm Receipt page, click the “Receipt List” link to return to the list of receipts.

Logging Out

When finished with all actions on the account, click the “Logout” link to logout of the account.

Search (Alarm Business only)

Registered alarm businesses can search for clients that they currently monitor. Clicking on the “Search” or “Client Search” links will display a page with several search options:

Alarm Business: 3111 - Alarm Business [Back to My Profile](#) [Client Search](#)

[Search](#) [Client](#) [Associated](#) [Make a Payment](#) [Receipts](#) [Permit](#) [Invoice](#)

Client Search

by Name

by Co.Name

by Address

by Account

by Permit

Last:

First:

Search Type: Permit Client

AcctID Status Name Address

No matching records.

[New Client](#)


Select the tab for the appropriate search type, enter the search information and click the search button to the right of the search field. Search options in which the Search Type is active allows searching of either the information associated to the client or to the permit.

Once one or more client records have been returned, click on the “Select” link next to the account id to view the client information:

Client Search

Last: First:

Search Type: Permit Client



	AcctID	Status	Name	Address
Select	320043	Active	User, Alarm	525 South 10th St
New Client				

Once a client has been selected, links on the main menu (Client, Permit, False Alarm) will display information related to the selected client. To return to the account information for the alarm business, click the “Back to My Profile” link:

Alarm Registration

Client Detail

Account ID: 320043 Client Type: Alarm User
Password: *****

Responsible Party
Company:
Full Name: Alarm User
Address 1: 525 South 10th St
Address 2:

Entering New Customers (Alarm Business only)

New customers monitored by alarm businesses can be entered by selecting the “New Client” link from the Client Search page:

Client Search

by Name by Co.Name by Address by Account by Per

Last: First:

Search Type: Permit Client

AcctID	Status	Name	Address
No matching records.			
New Client			

After selecting “New Client”, the process for entering a new customer is similar to the process outlined in the Emergency Alarm Registration section. The Responsible Party details are entered followed by the Alarm Location details. Once this information has been entered, an invoice will be generated and sent to the client at the address entered in the Responsible Party section.

Entering Associated Businesses (Alarm Business only)

Selecting the “Associated” link will allow entry of associated alarm businesses:

Alarm Business: 3111 - Alarm Business [Back to My Profile](#) [Client Search](#)

Associated / Contracted Alarm Business

Account ID: 3111 - Alarm Business

No matching records.

Add OR Insert Existing Business:

Company:

Last Name: First Name:

Address 1:

Address 2:

City: State: Zip:

Phone #1: #2: #3: #4:

Ext #1: #2: #3: #4:

Email:

If the associated business is currently registered, selecting the magnifying glass next to the “Existing Business” field will allow searching and selection of currently registered businesses. If the business is not registered, enter the information in the section below and click the “Insert” link when finished.