

Temporary Schedules

Upon notification from a customer, users may add a Temporary Schedule on their behalf.

Adding a Temporary Schedule from an Alarm

1. **Validate** the customer contact and ensure they are allowed to change a schedule.

Validate (Summit Secure Learning)

☒ Password ☐ Question/Answer

MUGSHOT ACCESS COMMENTS CONTACTS ACTIVITY EXTEND

SNOOPY VALIDATE

Name	Password
Customer: Summit Secure Learning	
MARK MARSHALL	SNOOPY

Customer: Summit Secure Learning
Name: MARK MARSHALL

Comments
Customer requests a schedule change for today.

Options

☐ Cancel Alarm
☐ Close Alarm

Resolution Code

Group

CANCEL DONE

2. When available, and if the change is only to **extend** the time for the Schedule on the current day, enter the minutes or time to add.

Validate (Summit Secure Learning)

MUGSHOT ACCESS COMMENTS CONTACTS ACTIVITY EXTEND

Extend Schedule

☒ By Minutes ☐ To Time

Minutes
1

EXTEND

3. If unable to extend the schedule, click the plus sign (+) on the Schedule, **validate**, and **update** the schedule as necessary.

O/C Schedule Edit

Linked Schedule: DOC1

Schedule ID: DOC1

Description: Mountain Monitoring Schedule

Window Code: None

PERMANENT ALTERNATE HOLIDAYS TEMPORARY

Demographic Date: 02/12/2025

WEDNESDAY

Date Day Time Action

CANCEL DONE

4. Click **Done**.
 5. **Confirm** the schedule change.
 6. Complete processing the alarm.
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