Monitoring Company Contact List

The Monitoring Company contact list contains the persons responsible for responding to events and managing the Company's data. may have two types of contacts added to their Contact Lists in Manitou: Contact Persons (Individuals on this record alone) and Global Keyholders (Linked persons).
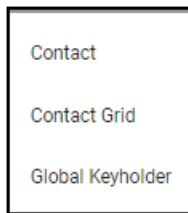
The Company Contact List contains two cards: Contacts and Details.

Contacts Card

The contacts card is where you add the individuals who respond to or manage the Company data.

Adding a Contact

Click the Plus sign () and select the type of contact to Add.

Contact Add

1. Enter the **Name** of the Contact - Be sure to enter First Name then Last Name as you would have someone read it.
2. Select the **Type** - Keyholder is the default. Keep it as a Keyholder unless specified by your organization.
3. Verify the **Country**, **Language,** and **Time Zone**.
4. Click **Done**
5. This launches the **Advanced Edit.**

Enter any applicable data such as:

- **Contact Password**
- **Permissions** automatically load based on the data entered. You may update or change these at any time.
- **Web Access ID**
- **Notes**
- **Availability**

6. Click **Next** to enter the **Contact Points** (Phone number, email address, etc.)
7. Click **Next** to add the contact's **Name and Address**, if required.
8. Click **Next** to select or enter data into any contact-specific **User-defined** fields.
9. When all is entered as desired, click **Done**.
10. **Repeat** as required for all contacts, or use the **Contact Grid**.

Contact Grid

If you have multiple contacts to enter, Select **Contact Grid.**
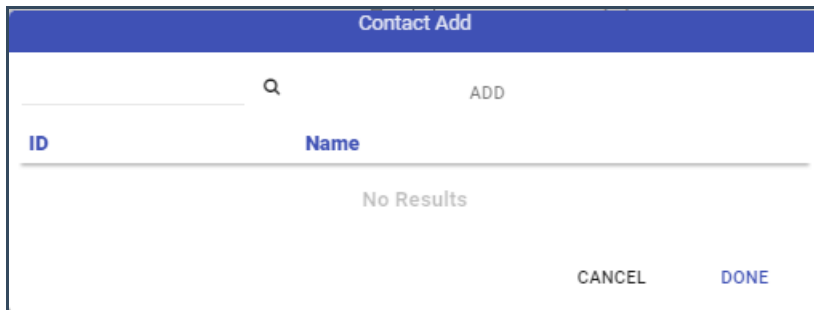

1. Click **Add**
2. Select the **Type**, if other than Keyholder.
3. Enter the **Name** of the first contact.
4. Select the **Contact Point Type** in the header and then enter the number. If the person(s) have multiple numbers, click the **plus sign (⬚)** to add more column contact type headers.

5. Click **Add** then repeat for all contacts
6. You may click the **Advanced Edit** to enter all contact details, as noted **above**.
7. When all are entered as needed, click **Done**.

Please note: Contacts are ordered based on the order entered into the system. If you would like to change the order of who is listed, please drag and rearrange.

Global Keyholder

Global Keyholders are persons who are utilized on multiple accounts and reference a single Global Keyholder record for their details.

1. Within the Add **Global Keyholder** dialog, enter or **search for the Global Keyholder** you wish to add.
2. Once loaded Click **Add**.
3. Once Added Click **Done**.
4. **Repeat** as required for all applicable Global Keyholders.

Contact Details Card

The Contact Details card populates with the data entered for that contact upon selection, of their contact within the Contacts Card.

You may click the pencil icon (✏) to edit the contact at any time. This launches the Advanced Edit dialog for that contact as above.