

# Account and Entity Types

There are different record types in Manitou, listed below, detail these elements.

The account records include:

- **Customer** – [Monitored Location](#).
    - **Commercial** - Business Monitored location. This can include any non-residential records.
    - **Residential** - A privately owned monitored location where people live.
  - **Person** - An individual that resides on any entity. Operations may add additional person types within the Supervisor Workstation. Manitou default person types are found [here](#).
    - **Keyholder** - *A person to be called in the event of an alarm for notification*. They will have a phone number and, in most cases, a password/passcode.
    - **Contact** - *A person with access to the property but may NOT be called in the event of an alarm. These persons may have phone numbers for notifications of alarms, but will not be responsible for responding to them.*
    - **Person** - An individual that may have an arm/disarm code for the panel but has *no responsibilities to respond to alarms*.
    - **ECV** - Enhanced Call Verification Contact - A person who is the *second person called after the site when the Authorities require 2-call verification*.
    - **Technician** - A person, generally on Dealer records, who will respond to technical issues at the site.
    - **Agent** - A person generally on an Agency that is called for either alarm response or other items.
    - **Global Keyholder** – [Individuals who may reside on multiple entity records](#)
  - **Dealer** – [Business installing, managing, and offering monitoring services to Customers](#).
  - **Authority** – [Emergency response organization](#). Known as AHJ (Authority Having Jurisdiction), PSAP (Public Safety Answering Point), or specific authority types.
    - **Police** - Responding authority for Burglary and Intrusion related issues.
    - **Fire** - Responding authority to manage fire alarms.
    - **Medical** - Sometimes under Fire or Police authorities, respond to medical related alarms.
  - **Agency** – [Businesses or groups that may access monitored locations to offer some sort of service](#)(for example, cleaning service or cash transportation service).
  - **Branch** – [Group used to further subdivide accounts either for an organization or regional management](#). Like Dealer, without the ability to program alarm types.
  - **Monitoring Company** – [The Alarm Monitoring business](#).
  - **TX Types** – This allows for the designation of a specific set of [Transmitter Types](#) used by the system. This is useful when dealing with a large entity using numerous Transmitter Types.
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