

# Adding and Maintaining Account Records

Last Modified on 03/29/2024 12:37 pm EDT

There are different account types in Manitou, listed below, and the following sections detail each type. These records can be accessed in a variety of ways to include clicking **main menu** and then selecting **File | New** or **Maintenance**, or by double-clicking an account record from a list.

The account records include:

- **Customer** – Private residence or organization that has purchased and receives security monitoring, emergency, and alarm handling services.
- **Dealer** – Independent businesses that typically handle Customer installations of alarm and monitoring equipment.
- **Authority** – Emergency response Agencies such as police, fire, ambulance, and so on.
- **Agency** – Businesses that access secure business locations or private residences and offer some sort of service (for example, cleaning service or cash transportation service).
- **Branch** – Sub-offices of a main Customer location.
- **Monitoring Company** – The central station running Manitou.
- **Global Keyholder** – Primary contacts who can connect to multiple Customer records.
- **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.