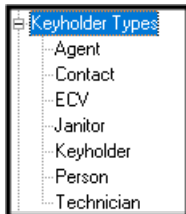# Contact List

Contact Lists contain the Contacts for a record or monitored location. Contacts are persons or entities that may access a Manitou record.

Types of Person Contacts

- **Keyholder** - A person responsible for responding to alarms and, with a password, may cancel alarms.
  - Global Keyholders- Persons who are assigned an ID, and individual record, that may be used on other entity records.
- **Contact** - A person with access to the site and may be informed of alarms as necessary.
- **ECV** - A person contacted primarily for **E**nhanced **C**ontact **V**erification. May act as a keyholder as well.
- **Person** - Someone who may have access to the monitored site but doesn't have keyholder, or contact responsibilities.
- **Agent** - Generally a person who works as a keyholder for an agency, such as a UL runner or the like.
- **Technician** - Person responsible for managing technical maintenance at monitored sites. With a password, they may place accounts on/off test via phone or applications such as BoldNet.
- **Janitor** - A person who may access the monitored location, generally for cleaning purposes. They are sometimes on Cleaner-Janitorial Agencies or may be individuals added to the site.

*Manitou allows the creation of additional **person types** as needed by the organization. The additional person types are created within the Supervisor Workstation.*

The links here step through the creation of and management of Contacts for each entity type:Customer, Dealer, Agency, Branch, Authority, and the Monitoring Company, may have their own Contact List.