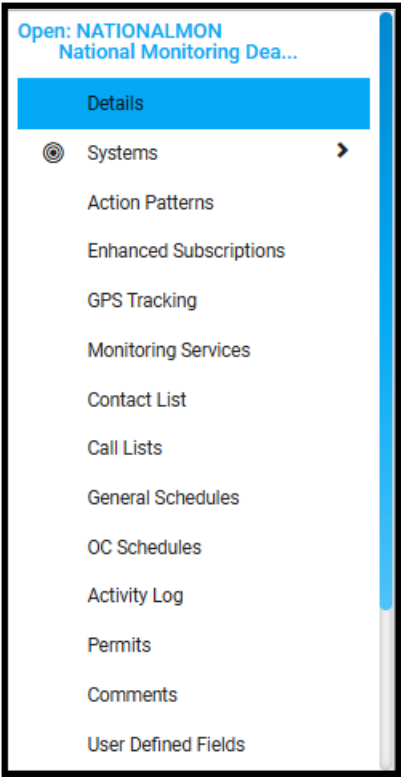
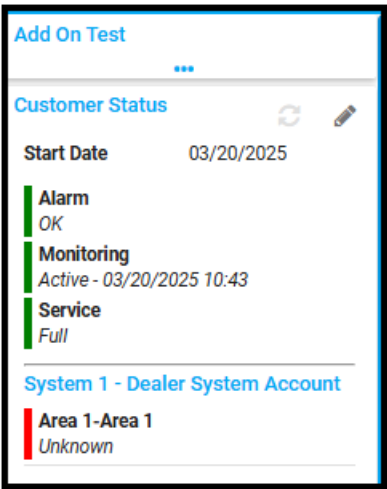


DEALER Guide - BoldNet - Customer Details

Once the customer record loads, it loads to the main customer (Details) page. The first thing you will notice is that there is now more information showing in the left-hand navigator.



These items make up the pages of the customer record. The right-hand side of the view is the status of the customer record.



Notice there is color coding of items, such as the fact that there is currently an alarm active for the account,

an outstanding Maintenance Issue, and the account is currently in Full Service (nothing is On Test). Also, each Area (partition) shows its Open or Closed Status with a date and time of the last status change. Notice also, there is an “Add On Test” showing on the top. We will discuss that a bit later.

Details Page

The main customer page is called the **Details** page. The details card contains “4 cards.” These four cards house all the information specific to the basic customer record.

Details Card

This includes the Account ID, Name, and Address details. When you hover your mouse over the card, three icons display.

- The eye icon (👁️) adds and removes the customer from your Watch list. This list is for all people authorized to access BoldNet for your company.
- The pencil icon (✎) places you in edit mode to make changes to this card. This icon only displays when you have the permission to make changes to this card. This is true of all cards within BoldNet.
- The ellipses (three dots) icon (⋮) expands the card to display additional information. This card displays customer-level passwords, accounting information, and, when applicable, cross street and subdivision information.

Details

Customer ID

NATIONALMON

Q

161

6840 N. Academy BLVD

A

Name

National Monitoring Dealer System Account

...

Type

Commercial

Account Type

Normal Account

Related Type

Normal

Country

United States of America

Language

English (United States)

Time Zone

Mountain Time (US & Canada)

Street 1

6840 N. Academy BLVD

City

Colorado Springs

State

Colorado

Zip Code

80920

...

...

Contacts Card

This contains the site-specific contact phone numbers, email addresses, and Web addresses, when applicable.

Contacts

Site specific Contact phone numbers, email addresses and web addresses, when available

...

Authorities and Dealers Card

This contains the details of which responding authorities and which dealers are linked to these accounts.

Authorities / Dealer / Branch

Police

Dealer

5 - National Monitoring (31)

Fire

Branch

Medical

Quick View Activity Card

Located at the bottom of the Customer details form is a quick view of the most recent activity in the account. There is also a full-page Activity log found in your Forms navigation.

Customer Activity Log

Standard

LISTEN

Q

	Date	Time	Log Description
▶	09/11/2025	23:00:02	SIGNAL - Late-To-Close (*LC) S: 1 A: 1 Key: *LC OA: 1
	09/10/2025	23:00:00	SIGNAL - Late-To-Close (*LC) S: 1 A: 1 Key: *LC OA: 1
	09/09/2025	23:00:02	SIGNAL - Late-To-Close (*LC) S: 1 A: 1 Key: *LC OA: 1