

Contact Person Permissions

When adding [contacts to a customer](#), each person may have individualized options, **tied to their Password (verbal passcode) or User Number**, that determine what they may and may not do. There are ellipses buttons to the right of each that expand and detail what they do and mean. Here is some more real-word descriptions to help you better understand the permissions.

<input type="checkbox"/> Permissions Suspended
<input type="checkbox"/> Can Open/Close Within Schedule
<input type="checkbox"/> Can Open/Close Within Temp Open Window
<input type="checkbox"/> Can Open/Close Anytime
<input type="checkbox"/> Can Cancel Alarm
<input type="checkbox"/> Can Authorize a Schedule Change
<input type="checkbox"/> Can Put Entire Customer On Test
<input type="checkbox"/> Can Put Designated System/Areas On Test
<input type="checkbox"/> Can Edit Customer
<input type="checkbox"/> Can Give Out Customer Information

Permissions Suspended

This disables all other permissions for that user. For example, someone working at a monitored company is suspended for a period of time. During this time, the owners want to disable (suspend) the user. They contact the monitoring center and notify those who will update the information. This allows you to disable the user's permissions **WITHOUT** having to uncheck their permissions. Therefore, when they are good to go again, the only item to uncheck is the Permissions Suspended.

Can Open/Close with Schedule

This allows the user number applied to that person to arm/disarm the system **ONLY** within the described hours on the [Open/Close Schedule](#).

Can Open/Close within Temp Open Window

This allows the configured user number to disarm and arm the system within a Temporary Open period. This also ties to the number of minutes they are allowed to disarm the system before generating a Late to Close.

Can Open/Close Anytime

This prevents the configured user number from generating open/close schedule violations no matter the time they arm or disarm the system. This is usually an owner or other person who is allowed to come and go at the monitored location

as needed.

Can Cancel an Alarm

This allows the user, with their password (verbal passcode), to authorize the closing of an alarm.

Can Authorize a Schedule Change

This allows the user to extend or change the open/close schedule with their password (verbal passcode).

Can Put Entire Customer On Test

Allows the user, with their password (verbal passcode), to place any portion of the monitored site On Test.

Can Put Designated System/Area On Test

This restricts the user, with their password (verbal passcode), to only specific Systems and/or Areas On Test. This is then configured on their details by System and Area.

Can Edit Customer

This allows the user's password (verbal passcode) to make changes to the customer record.

Can Give Out Customer Information

This automatically checks for any user who may edit the customer record, but may be turned on individually if the user may RECEIVE information about the account, even if they cannot edit the account.
