

BoldNet Dealer User Guide

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Introduction

This document is intended as a basic guide only. Because the Central Station may change the layout of the screens, the following screens may not reflect the screens that the Dealer will ultimately see once logged in to BoldNet. Because a Dealer had different access permission from a Central Station or a Customer, the following screens may or may not reflect the screens that will be available.

BoldNet Server Address

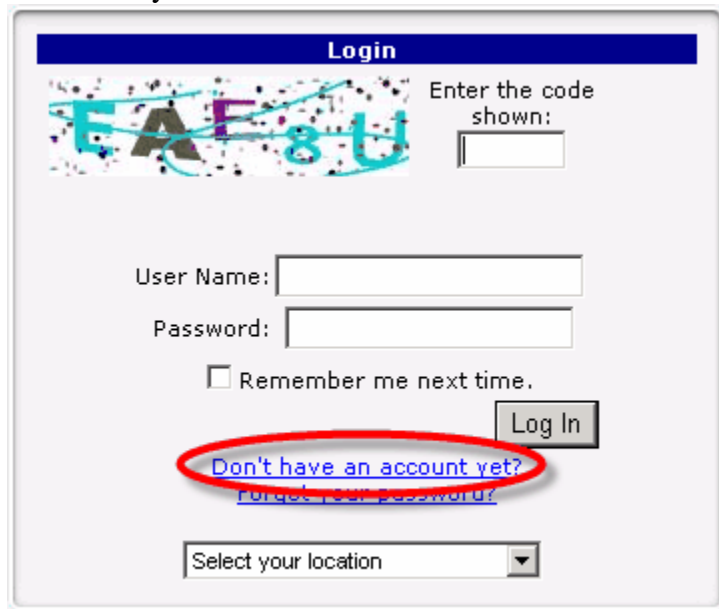
Previously, the web address of the Server was formatted as follows:
http://<server address here>/Manitou

With the recent upgrade, it will be formatted as follows:
http://<server address here>/ManitouOnline

Please update your bookmarks to reflect the new address. The address that is used to replace <server address here> will be provided by the Central Station.

Logging in to BoldNet

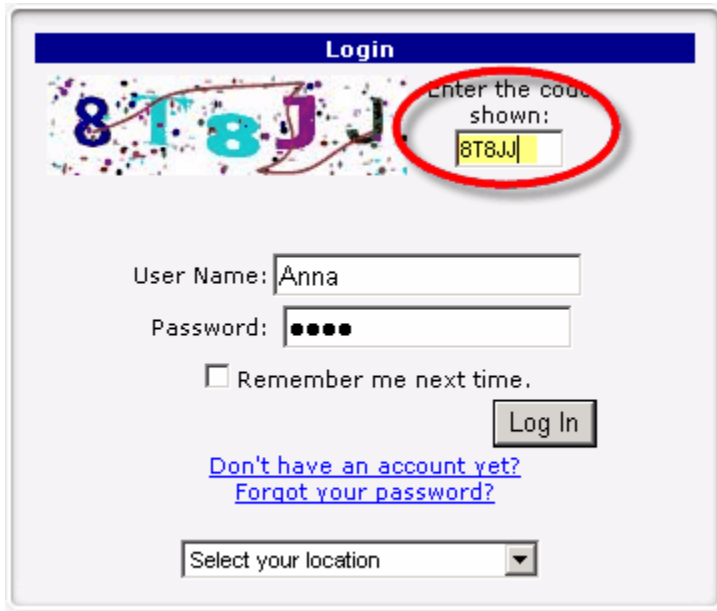
First-time users will need to create a username and password by clicking on the "Don't have an account yet?" link.



The screenshot shows a login form with the following elements:

- Header: Login
- Graphic: EAF&U with confetti
- Text: Enter the code shown: [input box]
- Form fields: User Name: [input box], Password: [input box]
- Checkbox: Remember me next time.
- Button: Log In
- Link: [Don't have an account yet?](#) (circled in red)
- Link: [forgot your password?](#)
- Dropdown: Select your location

Once a username, password and E-mail address are entered, return to the login screen and enter the specified user name and password. The login code must also be entered every time a user signs into BoldNet:



Login

Enter the code shown:
8T8JJ

User Name: Anna

Password: ●●●●

Remember me next time.

Log In

[Don't have an account yet?](#)
[Forgot your password?](#)

Select your location

If the user waits for longer than 90 seconds, the login code will expire and the login screen will refresh with a new code. Users can select the desired Locale (language) they wish to use when viewing BoldNet. For pages that have not been logged into or have not yet selected a context, a Locale can be selected during login or via the Locale URL parameter. Once logged in and a context has been selected, the Locale/language assigned to the contact record (such as a Dealer, Customer or Global Keyholder) will be used.

Welcome

Upon initial login, the user will be taken to the Welcome screen. From here, users can choose an option from the menu to proceed. Remember, based on user settings, some options may or may not be accessible. The first step is to set up User Settings. Click on the User Settings link under the Settings category on the right side of the screen:



User Settings

The User Settings form is the basic form used to enter the Web Profile Permissions. Once applied, this will set the access permissions for Manitou Online usage.

User Information	
Full Name:	<input type="text"/>
Login:	Anna
Password:	Change your password
Manitou Profile	
Login:	<input type="text"/>
Password:	<input type="text"/>
Email	
Email Address:	<input type="text" value="anna@alarm1.com"/>
<input type="button" value="Update"/>	

From here, users enter their full name (or left as default *Anonymous*, if desired), change the password and E-mail address. The Manitou profile section has a blank for a Login and Password. This is the username and password specified in the Client Workstation for the login. (*This is the username and password that was being used in previous versions of the Web site.*)

Context Selection

When Web Profile Permissions have been applied, users are now operating in BoldNet under a context selection. A BoldNet application user can have one to many contexts. A context is an entity-level at which the contact is a part of. A user can only access information for the context they have selected, and below, within the confines of the user's Web Profile permissions.

The current context selection is shown at the Welcome screen after logging in for a Dealer context. Please note that other levels of permission will vary:



Contact Name: Bob Slidell
Current Context: [1 - Triple A Alarm Company \(Company\)](#) [\(Request Change\)](#)

A context selection can be changed after a request is submitted to the Central Station. Once the context selection is applied, all options available to that context selection are accessible. In the following example, full access has been applied to this context selection (the Central Station), so all options are available to the user:



The user (in this scenario, a Central Station context) has access to all areas, including Central Station statistics, action patterns, schedules, branches, dealers and customer information.

Clicking on the Current Context link will bring up information about the current context selection. Since this example is using the context of a Central Station, the Central Station's alarm information appears:

Contact Name: Bob Slidell
Current Context: [1 - Triple A Alarm Company \(Company\)](#) ([Request Change](#))

Company	
Company ID:	1
Company Name:	Triple A Alarm Company
File As:	TRIPLE A ALARM COMPANY

Address	
Street 1:	7895 Greenbelt Ln
City:	Colorado Springs
State:	Colorado
Zip Code:	80907
Country:	United States of America
Language:	English (United States)
Time Zone:	Mountain Time (US & Canada)

Entity Contacts			
Type	Contact Point	Ext/Code/Fmt	Schedule
Site	(719) 567-9854		
E-Mail	main@tripleaalarm.com	PDF	
Web Address	http://www.tripleaalarm.com		

[Add](#)

Users can add Contact Points to the information screen by clicking on the Add link below the Entity Contacts table. The New Contact Point dialogue box will appear:

New Contact Point

Contact point type:
Home

Unformatted entry?

OK

Enter the contact point information and click Save to add the contact point.

Change Requests

Change requests can be made and sent to the Monitoring Company for any type of change needed to BoldNet. For example, if a customer wishes to change their contact information, they can submit a change request to the Central Station where an Operator or Data Entry person can make the necessary changes. These changes are submitted as Maintenance Issues which notify the Central Station and are then resolved. This will allow the Central Station to review any requested changes before the changes are made.

Change Request

This change request will be sent from the following address:
annaa@boldgroup.com (Anonymous)
 If this is not correct, please change it in the user settings before proceeding.

This change request is in reference to the following entity:

Contact Type:	Company
ID:	1
Name:	Triple A Alarm Company

Enter your change request here. Entity information will automatically be included, so you do not need to enter it here.

Submit Cancel

Once the changes have been entered, click the Submit button to submit the change request.

Customer Form

From the Customer screen, users can locate customer records and send requests to the Central Station to change any part of the record. Users can also add Contacts from the main screen. Clicking on any of the sub-links in the Customer tree will bring up additional screens that contain similar properties found in the Manitou application. For example, clicking on the Options link will bring up the Options form similar to the Options form found in Manitou, which contains the Customer Password options:

Customer Passwords		
Password	Description	Duress?
STAPLER	general	No
SWINGLINE	duress	Yes
Add	Remove	Edit

To edit any properties, click on one of the links and make the necessary changes.

The links available for customer records are dependent on the access set up in the Web Profile Permissions. If a Central Station wishes to permit a customer to log on and request changes be made to their records, such as a site address or phone number, updating a contact list or changing schedules, setting up the appropriate Web Profile Permissions as discussed previously will allow access to these basic functions.

Note: Currently, customers cannot be added or deleted in the BoldNet application. When a change needs to be made to a customer record, a change request can be submitted and the Central Station will make changes in the Operator Workstation. Any changes that are instantly made in BoldNet are also instantly updated in the Operator Workstation. However, BoldNet updates the database and the Operator reads the data from this database and displays it. This means, in turn, that the Operator Workstation does not know that data has changed and to forward the changes out to Sedona. Changes that are made that affect Sedona also need to be made in the Operator Workstation on top of the instantaneous changes made in BoldNet.