

user guide

Logon website <https://gateway.securecorp.com.au>

User ID and Password supplied in your email

Online Monitoring Login

User ID
Password
Login

Build No. 8.5.30.1 (02.09.18)

Landing page



Home Site List Sign Out

Available Sites

Site Search View All Site History

Site Name	Reference No	Location	Status	Client No
Your name here		Your address here		

[Return to top](#)

Powered By Patriot Software

From the landing page you can do the following actions;

- Perform a site search if you manage multiple sites.
- View All Site History, a simple to use report.
- Click the Site Name within the table to review site details, signals, activations, User List, response, zone list of your system. Read further for additional explanation of these features of your web portal.

At anytime on any page you can click the home icon or logout of the web portal.

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Status icon (unlocked green padlock or red locked padlock)

Will display the current known system armed / disarmed status. Note, this can only be displayed if your alarm system reports Opens and Closes. Most residential alarms will not have this feature. Contact FRANKsecure if you require this feature within the web portal.

Using the site

You will have 6 sections to review information and reports.

Site details

These are your general site details, not your alarm event contacts. Use the **REQUEST CHANGES TO SITE DETAILS** tab at the bottom of the page to request updates/changes. The **Test Mode button** is used for when an alarm technician is on site performing service work or when you are performing a live walk test of your alarm system. When the Test Mode is Active the control centre will not act on alarm events.

Signals

Current signals sent through from your alarm to the monitoring centre. You can also filter for specific dates.

Activations

List of Alarm Events.

User List

Alarm System User list. Alarm User Contacts for alarm events will have a Call Order sequence allocated to them. Change the order or persons when they are on holidays or are no longer an alarm user.

Response

If you have special instructions on alarm events they should be displayed here.

Zone list

Zone list is the list of detectors or devices that will report activations to the monitoring centre. It is a good idea to enter a generic description of the area being monitored by the device so that it makes clear sense to you when receiving a call from the monitoring centre.