



RUTGERS



**Administration & Public Safety**  
security technologies group

# *Security Systems User Manual*

*Security Technologies Database*

March 27, 2007

Volume 1, Issue 1

*Procedures for Database Utilization*

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# University Consumer Procedures

## Signing on to the Database

Security Technologies has a set number of users within the University community that will be provided with unique user id's and passwords to access the database. To be added to the list of authorized users, a written request must be submitted to Security Technologies.

Once on the database homepage:

- 1) Type user id in the User-ID field.
- 2) Hit TAB and type in the password. (The password will be case-sensitive)
- 3) Using the mouse, click on the Sign-On button.

## Submitting a New Request

After signing into the database, to submit a request, click on New Request. You will then be brought to a menu screen that will allow you to indicate the type of service you are requesting. A user can select from the following:

### *Key Services*

*This menu item would be selected if a user was requesting a new key, replacement key, or key change.*

- 1) A user must select one of the following types of service:
  - a) New Key
  - b) Key Change
  - c) Key-Other
- 2) User may indicate the priority of the request, but it is not required. The priority will default to low if not indicated by the user.
- 3) If it is a Master Key that the user is requesting, they may indicate it by selecting the appropriate radio button.

- 4) A user must select the quantity of keys they are requesting from the dropdown (1-10 only).
- 5) Must indicate the lock type (building, desk or file cabinet, lab, office, classroom, or other). If a lock type of "other" is selected, the lock type should be typed into the Request Description field.
- 6) If the key number (number that appears on the key) is known, the user may indicate it in the Key No. field.
- 7) Please indicate the following information for the job location:
  - a) Building (dropdown)
  - b) Room or exact location (text box)
- 8) After verifying the information is correct, click on "Add to Cart" at the bottom left hand side of screen. This will bring the user back to the main service menu, where a user may select another type of service, or they can select the View Cart/Check Out option.

#### *Lock Hardware*

*This menu item would be selected if a user was requesting a brand new lock, to fix a lock mechanism, or upgrade a lock type.*

- 1) A user must select one of the following types of service:
  - a) New Lock
  - b) Lock Maintenance
  - c) Lock Upgrade
  - d) Lock-Other
- 2) User may indicate the priority of the request, but it is not required. The priority will default to low if not indicated by the user.
- 3) While the lock location radio button is not required, it should be indicated whenever possible.

4) A user must select the quantity of locks they are requesting from the dropdown (1-10 only).

5) The user may indicate the lock type, if known.

6) The user must indicate the type of service requested from the following choices:

a) Locks-Door closes but will not lock

b) Door will not open

c) I am locked out

d) Key does not go in

e) Key goes in but does not turn

f) Upgrade to deadbolt

g) Other (if selected, the service description must be indicated in the Request Description field.

7) Please indicate the following information for the job location:

a) Building (dropdown)

b) Room or exact location (text box)

8) After verifying the information is correct, click on "Add to Cart" at the bottom left hand side of screen. This will bring the user back to the main service menu, where a user may select another type of service, or they can select the View Cart/Check Out option.

### *Alarm Systems*

*This menu item would be selected if a user was requesting a burglar alarm or security alarm for a building or department.*

1) A user must select one of the following types of service:

a) New Alarm Installation

b) Alarm Maintenance

c) Alarm Expansion

d) Disconnect Alarm

e) Alarm-Other

2) User may indicate the priority of the request, but it is not required. The priority will default to low if not indicated by the user.

3) A user must indicate the type of maintenance they are requesting from the drop down:

a) Alarm-Other (if the request is not a maintenance request, this is the correct selection)

b) Low Battery

c) Zone Fault

d) Comm Failure (means communication failure)

e) Alarm will not turn on

4) The user may include additional details in the Description field.

5) Please indicate the following information for the job location:

a) Building (dropdown)

b) Room or exact location (text box)

6) After verifying the information is correct, click on "Add to Cart" at the bottom left hand side of screen. This will bring the user back to the main service menu, where a user may select another type of service, or they can select the View Cart/Check Out option.

*Card Access*

*This menu item would be selected if a user was requesting additional users for card access to a building, to remove users' card access to a building, or to have new card access installed for a building or department.*

- 1) A user must select one of the following types of service:
  - a) New Card Access Installation
  - b) Card Access Maintenance
  - c) Card Access Expansion
  - d) Disconnect Card Access
  - e) Card Access-Other
- 2) User may indicate the priority of the request, but it is not required. The priority will default to low if not indicated by the user.
- 3) A user must indicate the type of maintenance they are requesting from the drop down:
  - a) Other (should be selected if Disconnect Card Access or New Card Access Installation is the service requested)
  - b) Add new users-stand alone only
  - c) Remove users-stand alone only
  - d) Cards not working
  - e) Need help with system admin
  - f) Door does not re-lock
- 4) The user may include additional details in the Description field.
- 5) Please indicate the following information for the job location:
  - a) Building (dropdown)

b) Room or exact location (text box)

6) After verifying the information is correct, click on “Add to Cart” at the bottom left hand side of screen. This will bring the user back to the main service menu, where a user may select another type of service, or they can select the View Cart/Check Out option.

*Closed Circuit TV*

*This menu item would be selected if the user wanted a camera monitoring system installed in their building or department.*

1) A user must select one of the following types of service:

a) Install New CCTV

b) CCTV Maintenance

c) Expand CCTV

d) Disconnect CCTV

e) CCTV-Other

2) User may indicate the priority of the request, but it is not required. The priority will default to low if not indicated by the user.

3) A user must indicate the type of maintenance they are requesting from the drop down:

a) Other (should be selected if the service requested is Install New CCTV)

b) Add Cameras

c) Camera(s) not working

d) Need help with the system admin

e) Recording device not working

4) The user may include additional details in the Description field.

5) Please indicate the following information for the job location:

a) Building (dropdown)

b) Room or exact location (text box)

6) After verifying the information is correct, click on “Add to Cart” at the bottom left hand side of screen. This will bring the user back to the main service menu, where a user may select another type of service, or they can select the View Cart/Check Out option.

### **View Cart/Check Out**

If a user wishes to view the items in their cart, click on the View Cart/Check Out button. All requests pending submission will appear under the “Please confirm your order” heading. If a request looks incorrect, or is not in fact what a user wishes to request, click on the delete key to the left of the invalid request.

Do **not** click on the Exit button, unless the user wishes to clear any and all pending items from the cart.

If the user would like to add another request before completing their order, they can click on the Go Back button at the top of the screen. This will bring them back to the Service Menu page.

All fields in the View Cart/Check Out screen are required before a user can complete their order. The user must provide their email address.

Once the user has reviewed their order, they must click the Complete Order button to submit their service request(s).

### **Adding a purchase order**

After signing into the database, click on the “Add Purch Order” button. You will then be brought to a screen which lists all of your department’s work orders that do not have a purchase order associated with them.

1) Find the work order number for which you would like to add a purchase order.

2) Click on the ‘Add Purch Order’ hyperlink to the left of the work order number.

3) Type in the purchase order number, a dash, and the release number in the rightmost box.

a) For key services the first 6-digits should be '351804', for locks '351820' and for electronics '391947'.

b) If your release number is less than 4 digits, please add a zero (or zeros) before the number (i.e. 0024).

4) Click on the hyperlink "Update" on the left side of the screen. This will save the purchase order to the system.

5) Click on the "Exit" button.

### **Running Reports**

After signing into the database, click on the "Run Report" button. You will then be brought to a screen where you will be able to run 3 different reports.

1) Work Orders By User: This will display all work orders requested by the user that are not complete.

2) Work Orders By Department: This will display all work orders requested by the user's department.

3) Work Orders History: This will display all work orders requested by the user even if they are complete.

4) Select the radio button for the report that you want and click on the "Report" button.