

Dealer Admin

March 2018

Version 2.2.3 Update

Effective March 19, 2018, the Dealer Admin site (dealeradmin.securecomwireless.com) is updated to Version 2.2.3.

Features

With Dealer Admin Version 2.2.3, there are now additional technician role settings available.

Role Information

Name*

Description

All Day

Observe Daylight Savings Time

Time Zone

Days

Sun Mon

Tue Wed

Thu Fri

Sat

Limit Access

Only Show Systems that have Performed a System Test

Permissions

Customers

App Users

Systems

VK Services - Included Features

VK Services - Add-On Features

Cellular

Programming

Tech Tools

Assign to Personnel

| Email | Current Role | Change |
|--|-------------------------|--------|
| <input type="checkbox"/> servicetech1@example.com | Daytime Tech | |
| <input type="checkbox"/> servicetech2@example.com | West Coast Tech | |
| <input checked="" type="checkbox"/> servicetech3@example.com | Evening Tech | Assign |

Dealer Admin

- DMP Search Home
- Search
- Customer Dashboard
- Add Customer
- Tools
- Settings
- Personnel
- Personnel List
- Technician Roles
- News Items
- Help

Figure 1: Additional Technician Role Settings

Limit Access

The Dealer Admin site now offers additional security to customer's systems. If Limit Access is enabled when creating or editing a technician role, then a technician must perform a System Test at a system keypad in order to access that system through the Tech APP™. This verifies that a technician is on-site before access to the Tech APP is given to the technician.

Once a System Test is performed, the technician has an eight hour window to access the system. However, if another technician performs a System Test at the same keypad within the eight-hour window, access is removed from the first technician and given to the second technician.

Note: This new feature is available on XT30/XT50 Series panels running Version 122 or higher and XR150/XR550 Series panels running Version 109 or higher.

Permissions

You now have more options to limit a technician's ability to view, edit, and delete customer information in the Tech APP. For example, technicians who have **VK Services-Add-on Features** set to **View** will not be able to add or change any VK Services-Add-on Features that could result in unwanted costs. The following permissions are available when creating or editing technician roles:

- Customers: **'View'**, **'View & Edit'**
- App Users: **'View'**, **'View & Edit'**, **'View, Edit, & Delete'**
- Systems: **'View'**, **'View & Edit'**
- VK Services-Included Features: **'View'**, **'View & Edit'**
- VK Services-Add-on Features: **'View'**, **'View & Edit'**
- Cellular: **'View'**, **'View & Activate'**, **'View, Activate, & Deactivate'**
- Programming: **'None'**, **'View'**, **'View & Edit'**, **'View, Edit, & Delete'**
- Tech Tools: Check the box to enable

Assign Roles

You now have the option to assign roles to multiple technicians at once. When creating or editing technician roles, there is a list of technician personnel that displays. Click the box next to the technicians to which you would like to assign the current role. If a technician is already assigned a role, the role will be crossed out and replaced with the new role.

Using the New Features

1. Log in to Dealer Admin and click **Personnel** in the navigation menu.
2. Select **Technician Roles**.
3. Select an existing role or add a new custom role.
4. Under **Limit Access**, click **Only Show Systems that Have Performed a System Test** to enable the **Limit Access** feature.
5. Set **Permissions** by clicking the drop-down menu for each service and select the desired permission.
6. Under **Assign to Personnel**, click the box next to the name to which you would like to assign the current role.
7. Click **Save**.