

Late to Close SMS End User Instruction Guide



In an effort to increase quality of customer experience we now offer Late to Close event actioning via SMS. Late to Close event notifications can be sent to up to three authorised contacts thus eliminating the need for phone calls and allowing clients to action their Late to Close event in a more efficient and effective manner.

The below instructions are an end-users guide to SMS Late to Close Monitoring.

Message Received

This SMS will be received by up to 3 nominated authorised contacts when the close schedule has expired and the system has not been armed. The mobile phone number displayed may vary however the message shows the sender is ART Security.

Note: The link needs to be actioned within **5** minutes. After this time it will no longer be able to be opened and you will be contacted by the Monitoring Centre.



Clicking on the link contained in the SMS will open the “SIMS Web” web-based application on your smart phone.

Actioning Options

The authorised contact who is first to open the SMS link is able to select from the following options.

Extend for 2 hr

When this option is selected the current closing time schedule will be extended by two hours. If the site remains unarmed after the expiration of the extended two-hour schedule, subsequent text messages will be sent reminding you to take further action.

Not Closing

When this option is selected the Monitoring Centre is advised you will not be arming the alarm system and the site’s close schedule will be extended to the next scheduled closing time.

Remote Arm

When this option is selected (only if available) a Monitoring Centre Operator will attempt to arm the system*. If unsuccessful they will contact you and advise further options.

*Remote Arming charges apply

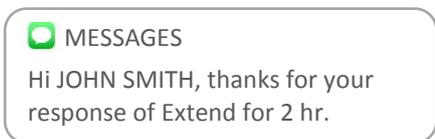
Confirmation

Once an option has been successfully selected a confirmation screen will appear stating “Signal handled Successfully” with the selected option.

Confirmation SMS

An SMS will be sent to all nominated SMS contacts advising who actioned the Late to Close and the option chosen.

Received by the authorised contact who actioned the SMS



Received by all other nominated authorised contacts



SIMS Web Option Screen



SIMS Web Confirmation Screen



You can call the Monitoring Centre anytime on 1300 ARTMON / 1300 278 666 to check the status of the alarm system.