City of Lincoln
Emergency Alarm Registration

Contents

Emergency Alarm Registration

The following section outlines the process for an emergency alarm system owner to register their emergency alarm system or an alarm business to register as an alarm business. Alarm businesses registering systems on behalf of customers must first log in to their account and follow the instructions in the "Entering New Customers" section for registering emergency alarm systems on behalf of customers.

New MyInterLinc Security

The old way of signing into the Alarm system was adequate but needed to be updated. MyInterLinc is the City of Lincoln/Lancaster County's public single sign on portal. You can use one username to get into several systems that we maintain.

Navigating the System

If you already have an account, enter the account ID and PIN from any current invoice/email that has been sent to you. You will need to do this for each account that you have. After that you will not need to enter this information.

To register for a new emergency alarm permit, click the "New Account" link:

Next, click the button for the appropriate type of permit to begin the registration process:

Alarm Registration

Welcome!

New Account

What type are you? Please select the type of permit:

Residential & Commercial

[Alarm User]

Alarm user shall mean **any person, firm, partnership, association, corporation, company or organization** of any kind which uses or is in control of an alarm system at an alarm site, regardless of whether it owns or leases the system.

Alarm Monitoring Company

[Alarm Business]

Alarm business shall mean any business which engages in the activity of altering, installing, leasing, maintaining, repairing, replacing, servicing, testing, monitoring, or responding to a fire alarm or an emergency alarm system, or which causes any of these activities to take place within the city jurisdiction.

Existing Accounts

If you already have an Account or have an invoice/email that has an Account number and PIN, go to Attach Account.

The information collected for alarm user and alarm business registrations is similar. Alarm user pages will be shown in this guide and differences between the two processes will be noted. After clicking on the button for the appropriate type, the page to enter client details will next be displayed:

Alarm Registration

testguy | Logout

Client   Make a Payment   Receipts   Permit   Invoice   False Alarm   Accounts

Client Detail

Account ID: Client Type: U

Responsible Party

Company: [   ]

Last Name: [   ] *   First Name: [   ] *

Address 1: [   ] *

Address 2: [   ]

City: [   ] *   State: [   ] *   Zip: [   ] *

Phone #1: [   ] *   #2: [   ]   #3: [   ]   #4: [   ]

Phone Ext #1: [   ]   #2: [   ]   #3: [   ]   #4: [   ]

Email: [   ]

[Insert]   [Cancel]

On this page, enter the details of the person responsible for the alarm (alarm business registration will include an Employer ID Number (EIN) field). The details entered in the responsible party section will be used for sending correspondence related to all permits tied to the account. Although the permit details may be the same, this is the information about the client account. This allows multiple permits to be tied to a single account. At a minimum, enter the fields marked by a red asterisk. When finished, click the "Insert" button at the bottom of the page.

The next page is the Permit Details page:

Near the top is a selection for the type of permit. Select the appropriate type of permit, Commercial or Residential (alarm business permits will be pre-selected to "Business"). Next, enter the details of the alarm or permit location. For alarm users, this will be the location of the emergency alarm. For alarm businesses, this will be the location of the business that holds the permit. If the name and address information are the same as the Responsible Party information, click the "Copy Responsible Party" button to copy the details from the Responsible Party section.

For alarm users, below the location details is an area to select the companies that monitors or sold the emergency alarm. Clicking the magnifying glass next to the field displays a form that allows searching and selection of alarm companies:

Once all the details have been entered, click on the "Insert" button. Payment for the permit can then be made from the next page by clicking on the "Make a Payment" link:

Permit Detail

> **If you are done, Make a Payment or**
> **click 'New Permit' to add more alarm locations.**

Account ID: 325748 - PUBLIC, TEST   [Permit List]

Permit ID: 325748   Type: Residential   Status: Pending   Email the City Treasurer ✉

The next page will list the pending payments:

Payments

Account ID: 325748 - PUBLIC, TEST

Show Up To: 1/15/2020   📅   Permit ID: [All ▾]   [Search]   Email the City Treasurer ✉

Permit	Client Name	Address	Status	Invoice	Invoice Dt	Description	Charge	Adjust	Payment	Owed
325748	PUBLIC, TEST	12345 A ST	Pending	244676	1/15/2020	New Residential	25.00	0.00	0.00	25.00
									Total	$25.00

[Continue with Payment]

After reviewing, click the "Continue with Payment" button and a final page listing the items to be included in the payment will be displayed:

Payments

Account ID: 325748 - PUBLIC, TEST

Permit	Client Name	Address	Status	Invoice	Invoice Dt	Description	Charge	Adjust	Payment	Owed
325748	PUBLIC, TEST	12345 A ST	Pending	244676	1/15/2020	New Residential	25.00	0.00	0.00	25.00
									Total	$25.00

[PayNow] [Cancel]

> **You must click 'Pay Now' to complete your payment.**

Click the "Pay Now" button to begin the payment process. A page will be displayed to enter the Credit Card details:

Enter the credit card details and click the "Pay Now" button. When payment processing completes, a page like the following will be displayed:

Click the "Back to Alarm Registration" link to return to the registration system. The page displayed will show the receipt and allow selection(s) of the receipt to view more details:

Alarm Registration

| Client | Make a Payment | Receipts | Permit | Invoice | False Alarm | Accounts |

Alarm Receipt

[Receipt List]   Print

Receipt #: 72379   Pay Date: 1/15/2020 2:28 PM
Pay Type: Web Credit Card   PayRef: A70OACFF8F5A
Total Due: $25.00   Payment: 25.00   Change: 0.00
Comment:
            Status: A   Date: 1/15/2020   User: Web

Account ID: 325748 - PUBLIC, TEST

Permit	Name	Address	Invoice	Invoice Dt	Description	Payment
325748	PUBLIC, TEST	12345 A ST	244676	1/15/2020	New Residential	25.00
					Total	$25.00

At this point, the registration process is complete. Clicking the "Receipt List" link will take you to a list of all your receipts.

Alarm Registration

| Client | Make a Payment | Receipts | Permit | Invoice | False Alarm | Accounts |

Receipt List

Account ID: 325748 - PUBLIC, TEST

	RCPT	Payment Date	Pay Type	Pay Ref	Total
Select	72379	1/15/2020 2:28 PM	Web Credit Card	A70OACFF8F5A	25.00

Click the "Logout" link to log out of your account.

Online Account Services

Forgotten PIN

Accounts → Attach Account

In the case of a forgotten PIN, enter the account id and click the "Forgot PIN" button and the password will be sent to the email of the responsible party.

Client Detail

After a successful login, the initial page displayed is the Client Detail page:

Updates to the Responsible Party details can be made by clicking the "Edit" button underneath the details. The responsible party address/email will be used for all correspondence related to permits tied to the account will be sent. Once finished with the changes, click the "Update" button to save the changes or "Cancel" to cancel the changes.

Below the responsible party details is a list of permits tied to the account. Click the "Select" link to the left of the permit number to view the details of the permit. The information on the permit details page can be edited by clicking the "Edit" button at the bottom of the page. Clicking the "Back to Client" button will return to the main Client Details page. Registering new permits tied to this client can be made by clicking the "New Permit" link below the list of permits on the Client Detail page or by clicking the "New Permit" button at the bottom of the Permit Detail page.

Making Payments

When a payment is due on an account, the amount due is listed on the right-hand side of the Client Detail page. Click on the "Make a Payment" link and follow the instructions to make a payment. The instructions are also detailed in the "New Emergency Alarm Registration" section.

Viewing False Alarms

False alarms that have occurred at the permit location (applicable to alarm user permits) can be viewed by clicking the "False Alarm" link:

The page displayed will list any false alarms that have been linked to the currently selected permit (denoted by the permit number to the right of "Permit ID", change by selecting a different permit from the Client Detail page). Clicking the case number in the "Case No" column will display additional details related to the false alarm.

Viewing Invoices

To view a list of invoices for the account, click the "Invoice" link:

The page displayed will list all invoices that have been generated on the currently selected permit (denoted by the permit number to the right of "Permit ID", change by selecting a different permit from the Client Detail page). To make a payment on any outstanding invoices, click on the "Make a Payment" link and follow the instructions on the pages that follow.

Viewing Receipts

To view all receipts associated to the account, click the "Receipts" link:

Click the "Select" link next to the receipt number (RCPT) to view the details of the receipt. From the Alarm Receipt page, click the "Receipt List" link to return to the list of receipts.

Accounts

If you have multiple accounts, click the "Accounts" link to see all your accounts and to switch to a different one.

Logging Out

When finished with all actions on the account, click the "Logout" link to logout of the account.

Search (Alarm Business only)

Registered alarm businesses can search for clients that they currently monitor. Clicking on the "Search" or "Client Search" links will display a page with several search options:

Select the tab for the appropriate search type, enter the search information and click the search button to the right of the search field. Search options in which the Search Type is active allows searching of either the information associated to the client or to the permit.

Once one or more client records have been returned, click on the "Select" link next to the account id to view the client information:

Once a client has been selected, links on the main menu (Client, Permit, False Alarm) will display information related to the selected client. To return to the account information for the alarm business, click the "Back to My Profile" link:

Entering New Customers (Alarm Business only)

New customers monitored by alarm businesses can be entered by selecting the "New Client" link from the Client Search page:

After selecting "New Client", the process for entering a new customer is like the process outlined in the Emergency Alarm Registration section. The Responsible Party details are entered followed by the Alarm Location details. Once this information has been entered, an invoice will be generated and sent to the client at the address entered in the Responsible Party section.

Entering Associated Businesses (Alarm Business only)

Selecting the "Associated" link will allow entry of associated alarm businesses:

If the associated business is currently registered, selecting the magnifying glass next to the "Existing Business" field will allow searching and selection of currently registered businesses. If the business is not registered, enter the information in the section below and click the "Insert" link when finished.