AlarmNet 360™ User Management

Frequently Asked Questions

1. What is a Role?	A Role is a collection of Feature Sets, or permissions, selected by the company to identify which areas of AlarmNet 360 a user will have access to. When you visit the site, you will see Role options; use these Roles and/or create additional Roles to suit the needs of your company. **Roles are available to AlarmNet dealers and central stations with 36 or more users only.**
2. What is a Feature Set?	A Feature Set is a collection of features that have been logically grouped by Honeywell to describe areas of the website that users can access. **Feature Sets are available to all AlarmNet dealers and central stations.**
3. What is a Group?	A Group is a collection of Roles, and Central Station IDs (CSIDs), that enable users to access specific areas of the website and specific accounts only. **Groups are available to AlarmNet dealers and central stations with 36 or more users only.**
4. Why Do I Only See Feature Sets– Not Roles or Groups?	Roles and Groups are available to dealers and central stations with 36 or more AlarmNet 360 users. If you see only Feature Sets, it means that you currently have less than 36 users in AlarmNet 360.
5. How should I set up my company?	Roles should be set up to mirror job functions in your company. Groups pool together users that have the same job functions (Roles) and access the same accounts (CSIDs).
6. Which features are in a particular Feature Set?	Each Feature Set name has an "(i)" next to it that, when the mouse is placed over it, provides a brief description of the features users can access.
7. What is the lock symbol next to a Role name?	The lock symbol denotes a standard Role created by Honeywell. Standard roles cannot be deleted or altered, but they can be cloned to create a new Role based on it.
8. How many Roles and Groups can I create?	You can create a maximum of 50 Roles and 50 Groups. You can track the total number of Roles and groups at the bottom of the page.
9. Can I have more than one Role in a Group?	Yes. You can have multiple Roles in a single Group.
10. Can users be assigned to multiple Groups?	No. Each user can only be assigned to one Group.
11. How can I reset my account?	You can reset your account from the login page by clicking on the "Forgot your Login?" link and following the on-screen prompts.
12. How can I create new AlarmNet 360 users?	With a few simple clicks, you may quickly and easily create new AlarmNet 360 users. Less information is required, greatly streamlining the process. - Start by entering their email address, name and an employee ID (if available) - Next, check the box next to each Feature Set the employee should have access to -Each Feature Set has an information button to explain the features included - Click Save
13. How can I verify, revise or remove AlarmNet 360 access rights for existing users?	Smart User Management makes it easy to disable existing AlarmNet 360 users and remove access as needed. - From the USERS screen, select the employee whose access level needs verification or revising - Click "EDIT" - Select each Feature Set that needs editing, and choose the appropriate new access level - Uncheck the box if the Feature Set should be disabled - Click Save