



- > Remote access to account information
- > Recent alarm history at your fingertips

ADT Select Standard User Manual

ADT Select is a product that provides easy access to information that is important to you and your business. This web-based customer service portal allows you to quickly review your monitoring activity online, anytime, remotely.

With ADT Select, you can access personal monitoring and account information through the web. Account details, billing information and signal activity are now only a click away.

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To login to ADT Select Standard

1. From your web browser, type <http://www.adtsecurity.co.nz/adt-select> into the address bar. Press enter
2. Click on the ADT Select Standard login link
3. Review the "Terms and Conditions governing online account access". To proceed, click on box beside the "I accept the terms and conditions for using this application"
4. Enter the account CS Number **or** the Phone Number for the monitored site along with your Voice code (Password). Click on the Sign In button to login



Figure 1.1 ADT Select Standard and Premier login links

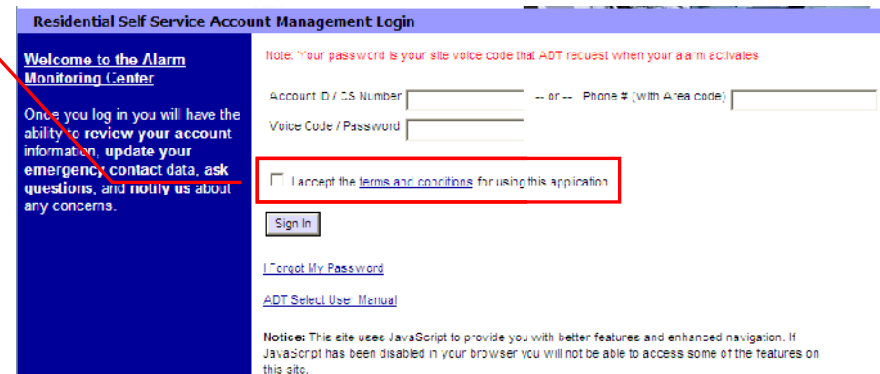


Figure 1.2 Login Window

ADT Select Home Page

The Home Page provides access to all functionality within ADT Select Standard

Account Information - Residential ADT Select CS#: NC74875

Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
User Manual Library
Change Your Voicecode
Contact Us
NevaAlone Medical Information
Sign Out

Account Information
ADT Test Account
666 Great South Road
PENROSE, NZ 1061
09 000 0000

Payment Information [details](#)
Last Payment: \$ 20.00 04/01/2008
Outstanding Account Balance: \$ 66.22

[Update Site Phone Number](#)

Emergency Contacts [more...](#)

Contact	Phone Number	Type	Addr. Phone	Type
Smith, John	04 0000 0000	Mobile		
Thomas, Susie	04 1111 1111	Mobile	02 9988 7766	
Dalton, Roger	04 1236 7957	Mobile	02 9414 2438	Other
Williams, Jane	02 6666 6666			
Schmidt, Sione	02 1122 3344			

Use the Account menu to the left of the Home Page window to navigate between ADT Select functions

The Home Page also provides a summary of basic account information:

Payment Information

Details the last payment made into the account and the current account balance

Site Address

A summary of the physical address details

Update the site phone number using the link provided

Emergency Contacts

Review and edit Emergency Contacts connected to the site

Figure 2.1 The Home Page window

Updating the Site Phone Number

Update Account Information - Residential ADT Select **CS#: N074875**

If your PHONE NUMBER has changed, you can update our records by modifying them below.

Name	ADT Test Account
Address 1	666 Great South Road
City	PENROSE
State	
Post Code	NZ
Phone Number	<input type="text" value="13 1005"/>

Note: Phone number must be a direct line to the site

To update the Site Phone Number, click on the link from the Home Page (refer to Figure 2.1) and enter the new number in the Phone Number field

Figure 2.1 Update Account Information window

Emergency Contacts

To review and update Emergency Contacts via ADT Select Standard, click on the Emergency Contacts link from the Account Menu

Contact	Calling Sequence	Voice Code	Email Address	Phone Number	Addl. Phone	End Date
Smith, John	10	BLOGGS		04 0000 0000		Permanent
Thomas, Susie		DAD		04 1111 1111	02 9988 7766	Permanent
Dalton, Roger	20	TEST		04 1236 7957	02 9414 2438	Permanent
Williams, Jane		DAN		02 6666 6666		Permanent
Schmidt, Sione	30	SISTER		02 1122 3344		Permanent

To update existing Emergency Contact Information:

- 1) Click on the field alongside the contact to be updated
- 2) Enter the new contact information
- 3) Click on the Save button

Calling Sequence

Used to determine the order that Emergency Contacts are phoned. Contacts are ordered from lowest to highest calling sequence number

Voice Code

Password used for verification purposes when contacting ADT

Email Address

Phone Number

Primary contact phone number

Phone Other

Secondary contact phone number

End Date

Enter an end date if the contact is no longer valid

To Add a New Contact, click on the link – refer to following page for more details

For further assistance, use the How to links at the bottom of the window

Figure 3.1 Contacts window

Adding a New Contact

To add a new emergency contact via ADT Select Standard, click on the Add a New Contact link from the Contacts window (refer to Figure 3.1)

Emergency Contact Details - ADT Select Staff Training CS#: 2221111

Required fields are marked with an asterisk (*)

First Name Last Name *

Password Type *

Relation

Does this Person Have a Key to the Premises? * Yes No

EMAIL ADDRESSES

Email Address

PHONE NUMBERS WILL BE CALLED IN THE ORDER LISTED BELOW:

Phone #	Phone Type
<input type="text"/>	<input type="text" value="(none)"/>
<input type="text"/>	<input type="text" value="(none)"/>
<input type="text"/>	<input type="text" value="(none)"/>
<input type="text"/>	<input type="text" value="(none)"/>
<input type="text"/>	<input type="text" value="(none)"/>

Save Changes Cancel

Figure 3.2 Emergency Contact Details window

From the Contacts window (Figure 3.1), click on Add a New Contact to add. Editable fields listed below. Click on the Save Changes button when completed

First Name/ Last Name

Enter the first & last names of the contact

Password

Enter a password to be provided for verification purposes when contacting ADT. This password is also referred to as a voice code

Type

Make a selection from the drop down list to indicate the primary purpose of the contact

Relation

Make a selection from the drop down list to indicate how the contact is related to the site

Does this Person have a key to the Premises?

Yes if the contact holds a key to the site

Email Address

Enter an email address for the contact

Phone/ Phone Type

Enter the contact phone number including area codes (without spaces) and select the relevant Phone Type

Recent Alarm History

To review recent alarm history via ADT Select Standard, click on the Recent Alarm Signal History link from the Account Menu

Event Date	Zone	Event	Comment	User#	User
02/04/2008 13:25:05		Full Clear	FullClear		
02/04/2008 11:50:43		Timer Test Not Received	Late Time- Test 02/04/2008 11:50:00		
26/03/2008 09:45:43		No Timer Test Received	FullClear		
25/03/2008 09:45:52		Timer Test Not Received	Late Time- Test 23/03/2008 05:02:00		
16/03/2008 03:01:47	S024	Test Signal	AUTO TEST		
09/03/2008 03:01:46	S024	Test Signal	AUTO TEST		
02/03/2008 03:01:44	S024	Test Signal	AUTO TEST		
24/02/2008 03:01:45	S024	Test Signal	AUTO TEST		
17/02/2008 03:01:43	S024	Test Signal	AUTO TEST		
10/02/2008 03:01:43	S024	Test Signal	AUTO TEST		
03/02/2008 03:01:44	S024	Test Signal	AUTO TEST		
27/01/2008 03:01:44	S024	Test Signal	AUTO TEST		
20/01/2008 03:01:43	S024	Test Signal	AUTO TEST		
13/01/2008 03:01:45	S024	Test Signal	AUTO TEST		
06/01/2008 03:01:45	S024	Test Signal	AUTO TEST		
30/12/2007 03:01:45	S024	Test Signal	AUTO TEST		
23/12/2007 17:33:36	1	Unbypass	ENTRY DOOR REED		
23/12/2007 17:23:35	1	Zone Bypass	ENTRY DOOR REED		
23/12/2007 03:01:44	S024	Test Signal	AUTO TEST		
16/12/2007 03:01:45	S024	Test Signal	AUTO TEST		
09/12/2007 12:10:58	1	Unbypass	ENTRY DOOR REED		
09/12/2007 11:52:38	1	Zone Bypass	ENTRY DOOR REED		
09/12/2007 03:01:44	S024	Test Signal	AUTO TEST		
02/12/2007 03:01:43	S024	Test Signal	AUTO TEST		
25/11/2007 03:01:45	S024	Test Signal	AUTO TEST		

Alarm history information is arranged into columns with most recent information at the top of the window.

From this window you are able to review recent signal activity from the monitored alarm. Comments from the monitoring centre are also displayed if there has been an alarm event which has required monitoring response.

For more information on the types of alarm events which may be displayed, click on the Alarm Event Codes link at the top of the page

Figure 4.1 Recent Alarm History window

Billing Information

To review billing information, click on the Billing Information link from the Account Menu

Billing Information - Residential ADT Select CS#: N074875

ADT Test Account
666 Great South Road
PENROSE, NZ 1061

Outstanding Account Balance \$ 66.22
Last Payment Amount \$ 20.00
Last Transaction Date 04/01/2008

[Update your Credit Card/Direct Debit Details](#)

Invoice Date	Invoice#	Amount	Invoice Balance	Comment
01/01/2008	13112093	20.00	20.00	Employee Mon GST Excl
01/02/2008	13173545	20.00	20.00	Employee Mon GST Excl
03/03/2008	13221334	20.00	20.00	Employee Mon GST Excl
25/06/2008	13273497	60.00	60.00	Employee Mon GST Excl
08/07/2008	13335777	20.00	20.00	Employee Mon GST Excl

Above is the most recent billing information for your account. If you are currently on contact ADT on 131-005, or online form [Contact Us](#)

[View Online Statement](#)

The billing information window provides a brief account summary and a link for updating credit card information online.

Unpaid invoices are detailed at the bottom of the window.

Use the Contact Us link to send a message to the Customer Care centre

Figure 5.1 Billing Information window

To access alarm user manuals and reference information, click on the User Manual Library link from the Account Menu

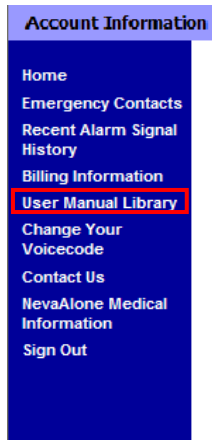


Figure 6.1 Account Menu



Figure 6.2 Alarm Panel User Manuals webpage

The Alarm Manual library contains information to assist you in operating your monitored alarm system.

User manuals are grouped by manufacturer – if unsure which system you have installed, feel free to contact our Customer Care centre on 0800 111238 or refer to the Contact Us section on the following page

To send a message to the Customer Care Centre via ADT Select Standard, click on the Contact Us link from the Account Menu and follow the below steps. Contact information can also be accessed via the Contact Us link found on the ADT website, www.adtsecurity.co.nz



Figure 7.1 Contact Us window

Sending a message via ADT Select

From the Contact Us window (refer to Figure 7.1);

- 1) Select the Type of Inquiry using the radio buttons available
- 2) Enter a Message into the available text box
- 3) Click on the Submit Message button to send the message
- 4) Review the Message confirmation to ensure the message has been sent

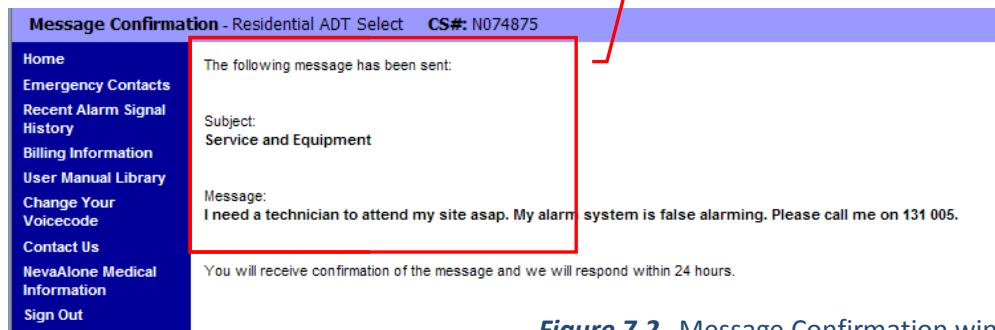


Figure 7.2 Message Confirmation window

Updating NevaAlone Medical Information

To review and edit medical information, click on the NevaAlone Medical Information link from the Account Menu

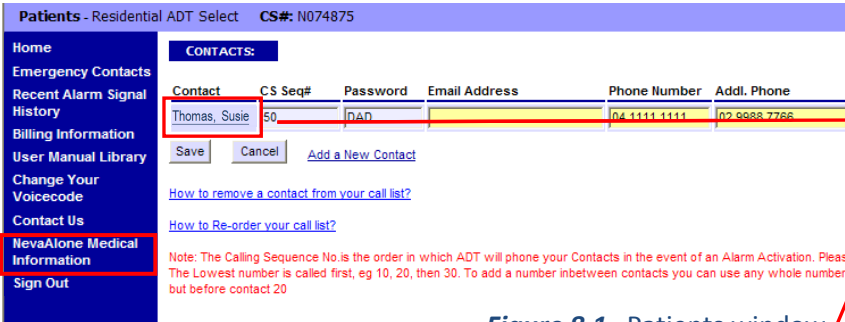


Figure 8.1 Patients window

NevaAlone Medical Information is held for medical alarm customers and provided to emergency services in the event of a medical emergency. To update medical information on file:

- 1) Click on the NevaAlone Medical Information link from the Account Menu
- 2) From the Patients window, select the contact to update by clicking on the contact name
- 3) From the Emergency Contact details window, click on the Medical Information link at the bottom of the page
- 4) In the Patient Medical Information window, update the required information. Refer below for further details.
- 5) Click on the Save Changes button to save the update information

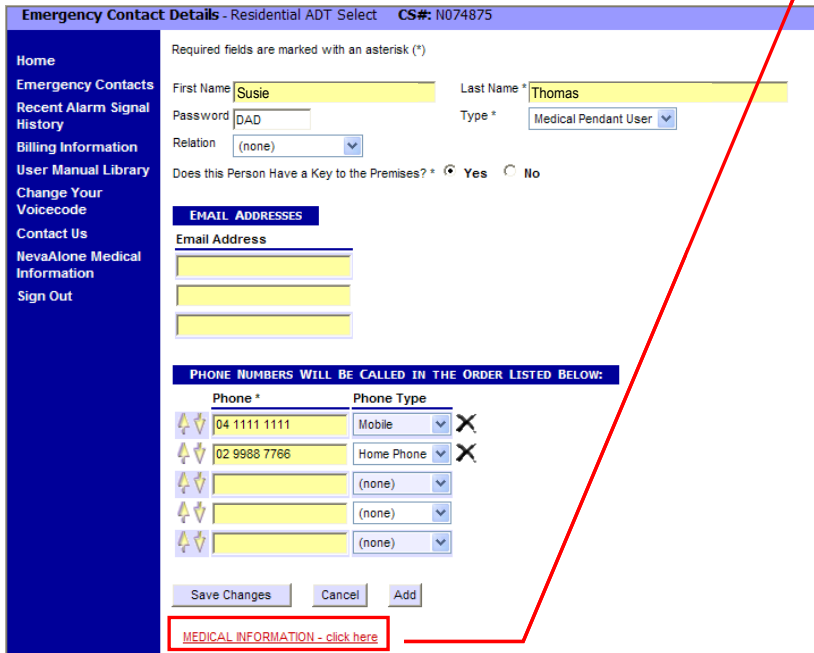


Figure 8.2 Emergency Contact details window

Patient Medical Information

Birth Date

Enter date in the format DD/MM/YYYY

Gender

Select using radio button available

Language

Select primary language of patient from the drop down list

Special Needs/ Location of Meds/ History

Enter known medical history in these free text fields

Conditions/ Medications/ Allergies

Further information in relation to known conditions and medications can be recorded. Click on the Edit links to update the information

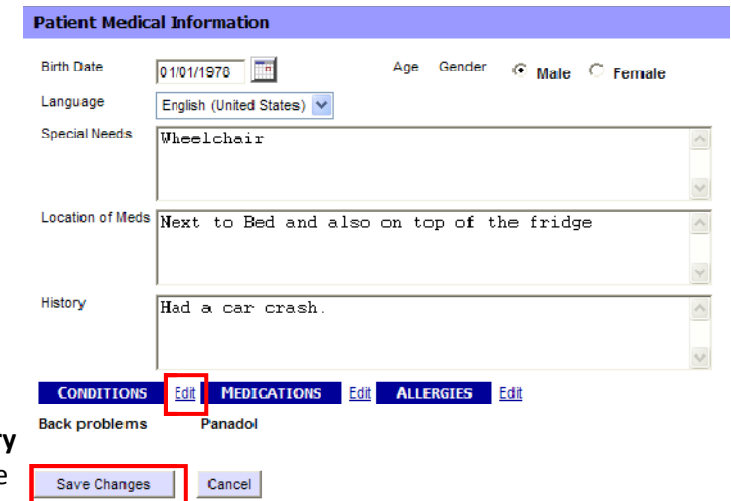
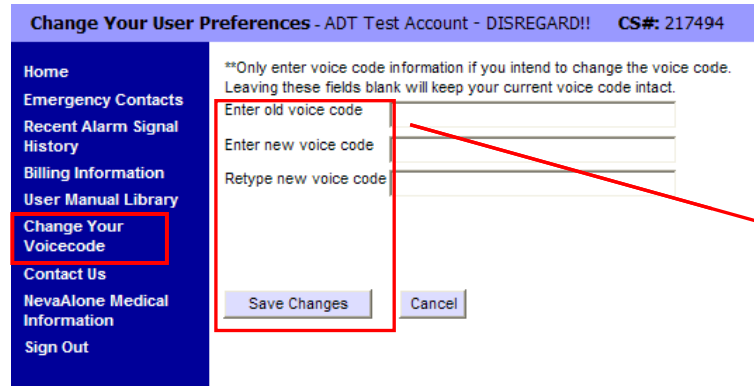


Figure 8.3 Patient Medical Information window

Changing your Voicecode & Login Password

To change the voicecode you use when contacting ADT and for logging into ADT Select Standard, click on the Change Your Voicecode link from the Account Menu



The Change Your Voicecode function updates the voicecode for the user that is logged into ADT Select. The voicecode is required for verification purposes when contacting ADT.

As the voicecode is also the login password for ADT Select, you will need to enter the new voicecode when you next login

To change your voicecode;

- 1) Click on the Change Your Voicecode link from the Account Menu
- 2) From the Change Your User Preferences window, enter your existing voicecode in the “Enter old voice code” field
- 3) Enter the new voicecode in the “Enter new voice code” and “Retype new voice code” fields
- 4) Click on the Save Changes button to make the new voicecode active

Figure 9.1 Change your user preferences window

Signing Out

To end your ADT Select session at anytime, simply click on the Sign Out link from the Main Banner



Figure 9.2 The Home Page window