



# VKA Security

Village Key & Alarm, Inc

## MyAlarms.com - Benefits

The goal of this document is to demonstrate how MyAlarms.com can save you time with instant results at your fingertips. If you utilize the alarm.com app, there is no need to set up a MyAlarms.com account.

### MYALARMS.COM

**1** **Launch Mobile Website**  
Enter login credentials or login by face authentication.

**2** **Access Your Account**  
If you have one account you will be redirected right to that account. If you have more than one account then find the account number you want to put on test and select "quick test".

**3** **Results**  
View live results for all zones.

### Additional benefits to MyAlarms.com

- Edit/Update Contact List
- Verify False Alarm
- Manage Schedules
- Monitor Zones

### OPERATOR HANDLED CALL

**1** **Call Alarm Company**  
Call in and follow the automated messages and wait for the next available operator.

**2** **Authentication**  
Provide the operator with login credentials, company and account information.

**3** **Access Accounts**  
Tell the operator which account(s) you would like to access and put on test.

**4** **Determine Zones**  
Determine which zones you would like to place on test and for how long.

**5** **Results**  
The operator will relay the results for each specific zone that you put on test.

**6** **Call Alarm Company**  
After reviewing your results with the operator, you will take accounts off test.

# Training Guide



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MyAlarms.com is an online platform where users can conveniently manage their Alarm System account without the need to contact VKA Security directly. The website is mobile-friendly for easy access on mobile devices. For further details, please reach out to our office at (904) 824-5003 ext. 8 or email [info@vkalarm.com](mailto:info@vkalarm.com).

## Login Screen

To create a new user, you will require the CS# (Alarm Account Number) and your passcode. Once confirmed, proceed to set up your account with a username and password. An email from [noreply@myalarms.com](mailto:noreply@myalarms.com) will be sent to you for verification and setting up security question answers. Once the above steps are completed, you are good to go. \*If you have several accounts with VKA, please contact [info@vkalarm.com](mailto:info@vkalarm.com) to link them together.

**LOG IN**

User Name

Password

Remember Me

[Forgot your Username?](#)

[Forgot your Password?](#)

[Create New User](#)

Log In

**\*\*Any account without a passcode (Fire Only) can still create an account by entering the passcode as shown below: "NO PASSCODE NEEDED".**

CS#:\*

STARVK0100

Passcode/PIN:\*

NO PASSCODE NEEDED

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## Locations Screen

Upon logging in, the user will be brought to the locations screen. If the user has more than one location under their login they will be brought to the accounts screen where they can pull up the account they need to access.

## Locations Screen Overview

**LAST 30 DAYS** is a high level view of how many Alarms, Troubles and Agency Dispatches the location has had in the past 30 days.

**SHIELD ICON** the information displayed next to the Shield icon is the user's verbal passcode that is provided to the monitoring center when an alarm activates.

**LOCATION INFORMATION** displays the address and site phone number(s) for the user's monitored location.

**ACCOUNTS** is a quick view of the user's monitored account number as well as the panel type for the associated alarm system.

MYALARMS.COM MYALARMSTRAIN | Sign Out

Menu  
Locations  
Reports  
Administration

Locations

ABC SHOP

LAST 30 DAYS 0 Alarms 0 Troubles 0 Dispatches ENGINE

10:33:16 EST

ACCOUNTS INFO

ACCOUNTS (1)	CS#	Panel Type	System Type	Active Date	Cancel Date
MSB6654		DSC	CMSCID		

LOCATION INFORMATION  
123 RUSTY LN  
\*\*MY ALARMS TRAINING ACCT\*\*  
LONGWOOD, FL 32750  
(555) 676-1234

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## Location Activity

Provides detail of the alarm activity received for the user's monitored location during a specified time frame. The default time period is the last 30 days but can be changed based on the date parameters the user wants to review. Clicking the box next to "Show Open/Close Only" will allow the user to review only the Open or Close activity during the selected time frame.

Location Activity interface showing a table of alarm events for 08/01/2023. The table includes columns for Date/Time, CS#, Zone, Event, Zone Description, Comment, User#, and User Name. The events listed are:

Date/Time	CS#	Zone	Event	Zone Description	Comment	User#	User Name
14:44:15	DEMO5152		AA - Alarm Accessed			N885	
14:44:13	DEMO5152	7	WAT013 - Water Det (R) PR-CL	Manual Entry (Oper DJVM) HIGH WATER		DJVM	
14:34:33	DEMO5152		FULL - ***** Full Clear *****	Full Clear		DJVM	
14:33:25	DEMO5152		AA - Alarm Accessed			DJVM	
14:33:22	DEMO5152		PCNJ - * Partial Clear - NJ *	New priority: 300		N231	
14:31:05	DEMO5152		SUP - Pending Approval			N231	
14:29:20	DEMO5152		SVFADL - Dlr Verified False via Compass	seqno=(6751236578)	Jason	Master J, Slam	
14:28:43	DEMO5152		AA - Alarm Accessed			N231	
14:28:38	DEMO5152	1	BUR525 - Burg (C) PR-PD-CL	Manual Entry (Oper DJVM) FRONT DOOR		DJVM	

## Testing

Allows users to place their monitored alarm on disregard for a specified amount of time. When a monitored account is placed on test the monitoring center will not respond to any alarms during the selected time frame. User may place the entire account on test or just individual zones/sensors.

Testing interface showing a table of zones and a form to put a zone on test. The table includes columns for CS#, Test Duration, Effective Date, Expiration Date, and Test History. The zone listed is MSB5654.

CS#	Test Duration	Effective Date	Expiration Date	Test History
MSB5654				

By selecting an individual CS# you put on test all zones under it

Start Date: 10/25/2018 Start Time: 11:28 AM  
End Date: 10/26/2018 End Time: 11:28 AM Test Duration 1 day

Put on Test

# Training Guide



# VKA Security

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## Zones

Provides detail on what programmed alarm points and/or sensors are being monitored for the location.

Location Activity Testing **Zones** Contacts

Show Inactive

MSB5654

Zone ID	Zone Description	Service Type	State	Event ID	Restore Req'd?	Zone(s) To Restore
1	SHOP FRONT DOOR	Burglary/Tamper	Alarm	BUR525 - Burg (C) PR-PD-CL		
2	GARAGE DOORS	Burglary/Tamper	Alarm	BUR525 - Burg (C) PR-PD-CL		
5	SMOKE DETECTORS	Fire	Alarm	FIR664 - Fire (C) FD-PR-CL		
7	CASH REGISTER	Holdup/Panic	Alarm	PAN150 - Panic PD		

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## Contacts

Provides a listing of the responsible parties the monitoring center will contact upon receipt of an alarm event.

Location Activity Testing Zones **Contacts**

[Add Contact](#)  Show Phones  Show Inactive

CALL LIST

Seq#	Contact Name	Type	PIN	Authority Level	Panel User#	Contact List	Start Date	End Date	Actions
1	SMITH, DENISE	phone >		C/L Only - Not ID		ECV	09/20/2011		
2	SMITH, JACK	phone >		C/L Only - Not ID			09/20/2011		