

SIMSWeb

Login

# SIMSWeb

Username:

Password:

Enter your Username and Password and then click Submit.

## User Guide

- **Welcome to SIMSWeb !** This demo site is accessing a demo database of our SIMS II software. For the login use the username **SIM** and the password **002** for a management level access. To see what a restricted dealer would see, use **ACME-DLR** for the username and **PASSWORD** for the password. This restricted dealer can only access accounts in group ACME in the demo database.
- If you have any questions about SIMSWeb, you can contact our sales staff via email at [sales@simsware.com](mailto:sales@simsware.com) or by phone at (800) 395-SIMS or (972) 769-0900 during normal business hours.

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# Introduction

This document is designed as a general guide for users of SIMSWeb.

Welcome to the SIMSWeb user guide. In this document we will describe what SIMSWeb is and what it can do. We will give a general guide on how to use SIMSWeb and give you a basic understanding of how to login and carry out basic tasks. In this document we will show examples of how to produce some of the reports.

Because the steps required to produce most reports are very similar we will be giving a general overview on entering the information required to produce reports. This document does not have examples of every report that the SIMSWeb can produce.

Technical Solutions International endeavors to ensure that these instructions are as accurate as possible at the time of printing.

## About SIMSWeb

### What is SIMSWeb

SIMSWeb is a Web server that allows your Customers / Dealers to be able to look at their Data or History of their sites in real time, using a standard Web browser over the internet.

### What Can I Do With SIMSWeb?

Dealers and Customers can run history reports and view them on a standard web browser. The user goes to your web site with their web browser, fills in a form with the account number and date ranges and submits the request to the server. The web server will then process the request and send the output back to the user on their web browser. There are several types of reports available such as Open/Close, All-Events and others, which look similar to the same name reports in SIMS II.

1. Allows users to request a listing of a database printout for an account. This looks almost identical in appearance to a Full Account Printout in SIMS II.
2. Allows getting summary listings of accounts, such as one-line listings, mailing labels or other reports that list more than one account on a page.
3. Users can edit existing accounts via their web browser. The pages the user edits the account on are standard web forms, but are arranged similarly to SIMS II database layout on a page-by-page basis. The changes that the dealer makes are put into the database within seconds of being submitted.

4. Users can view the dealer traffic files if used by the central station. The dealer traffic files show the last 150 events that have occurred for a groups accounts. This is a real-time display with updates as often as every minute, sent to the dealer for display.
5. Out of Service entries can be viewed and modified by the dealer.
6. Service Functions are also available at sites that use the service work order functions in SIMS II. This allows dealers to view the service work orders created for them by the central station as well as add their own or resolve existing work orders. (Not implemented yet)

Note: The control room determines the amount of access that a user has to SIMSWeb. Some features may be unavailable to some users depending on the access levels granted by the control room.

# Glossary Of Terms

The following is a list of terms used by SIMSWeb.

**Account#** - Account number of the site. Account numbers are structured with receiver number Line Number and Alarm Panel Number eg 01-01-1147. The control room can advise you of what your Receiver number and Line numbers are.

**Starting** – This is the starting *Account Number, Name, Group, Class* or the *starting date*. depending on the field.

**Until** – This is the *ending Account Number, Name, Group, Class* or *ending date*, depending on the field.

**Name** – Name of the account to be searched.

**Address** – Address of the account to be searched.

**Group** – The group assigned to the account. The group code tells the SIMSWeb what accounts you have access too. If your login Group code allows access to multiple sites, you can enter the *Group Code* to narrow the search.

**Class** – The class is a code that allows the control room to group accounts. For example a *Class* of *CAO* may mean Commercial Alarm with Open/Close and a *Class* of *ATM* may mean Automatic Teller Machine.

**All OK Word** – The all OK Word is a password assigned to an account. Note: The use of this field depends on the controls room's procedures.

**Sliding Search** – The *sliding search* option gives the ability for searches to look any where in the fields for the text entered. Example: With *Sliding Search* enabled Typing TEC in the name field would find all records that contain the letters TEC any where in the name. With *Sliding Search* disabled, the name would have to start with TEC.

**Automatic Sort** – The *Automatic Sort* gives options on how you want the search results to be displayed and sorted.

**Disposition** – The **Disposition** is a final summary selected by the control room operator when completing an alarm. Selecting a *disposition* when running a history report allows you to only include an event that was completed with the selected *Disposition*.

**History** – History is the complete log of everything that was carried out on an account. This records all signals from the alarm system and all actions taken by the control room operator.

# Accessing SIMSWeb

SIMSWeb is accessed using a standard Internet browser. SIMSWeb has been designed around Microsoft's® Internet Explorer™ this allows SIMSWeb to take advantage of many of the features of Internet Explorer. **The minimum requirement to allow access to SIMSWeb is Microsoft's Internet Explorer Version 5.5 or higher.**

- Contents and Index
- Tip of the Day
- For Netscape Users
- Online Support
- Send Feedback
- About Internet Explorer

The version that you are running can easily be checked by selecting Help → About Internet Explorer. Please note that cookies must be enabled to use SIMSWeb. Pop-Up blocking software and/or personal firewall software may need to be configured to “trust” SIMSWeb for some functions to work properly as well.



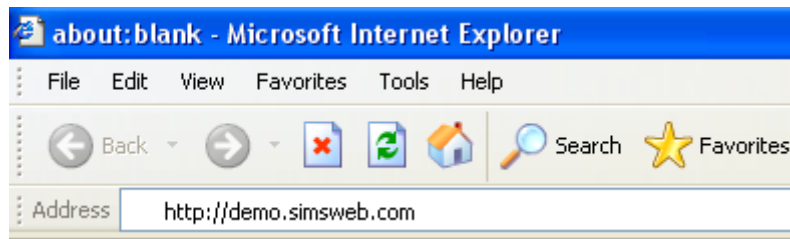
# Selecting The Web Site

Once you have confirmed that your Internet web browser is the correct version, you can access the SIMSWeb site by entering the domain name into the address bar.

Your domain name for your site is:

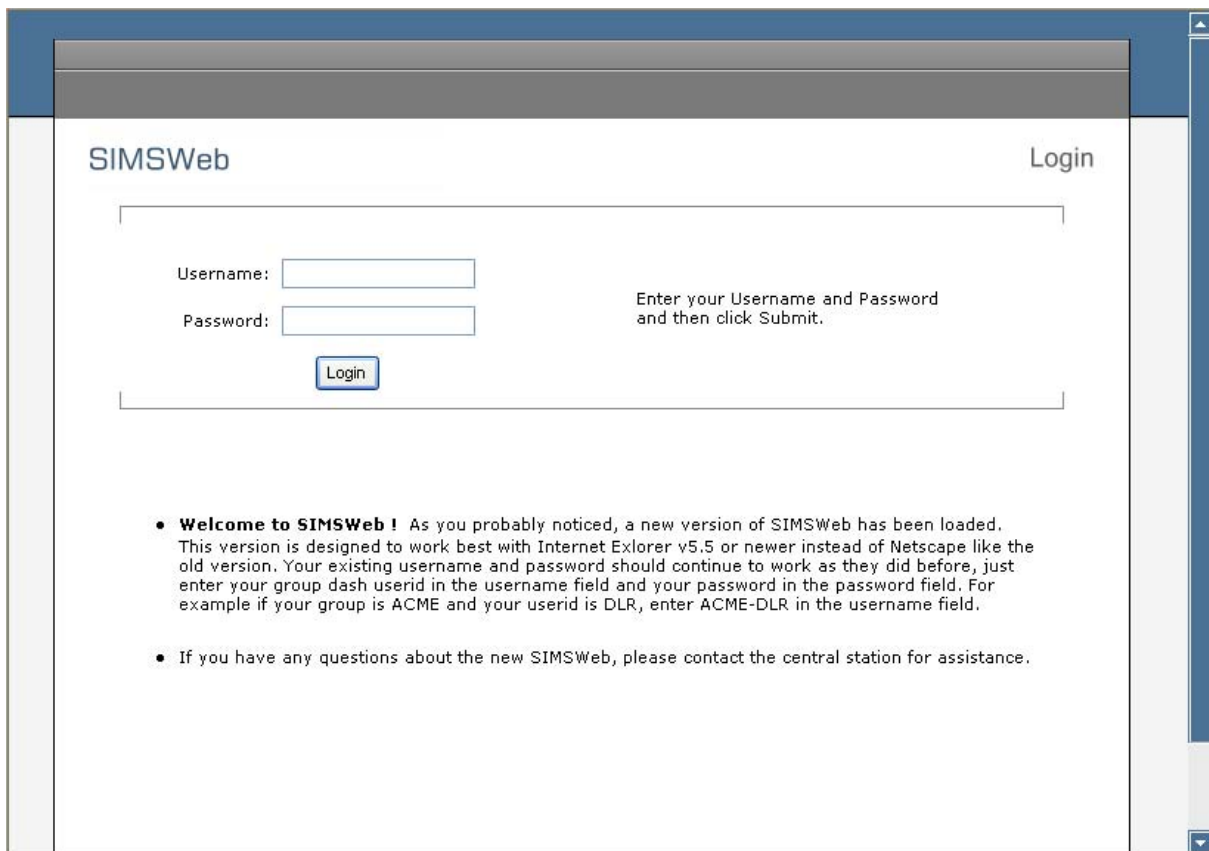
<http://> \_\_\_\_\_

In this document we are using our demo site, which is <http://demo.simsweb.com>



*Enter the Address in the address bar*

The SIMSWeb login screen will then be displayed.



*SIMSWeb Login Screen*

# Logging On To SIMSWeb

When logging into SIMSWeb you are required to enter your group code provide to you by the control room followed by your user code and password that has also been provided.

**Your Group Code is:** \_\_\_\_\_

## Logging In

For this example our group code is **ACME** our user name is **DLR** and Password is **password**

To login, the Group code and the user name must be entered into the *Username* field

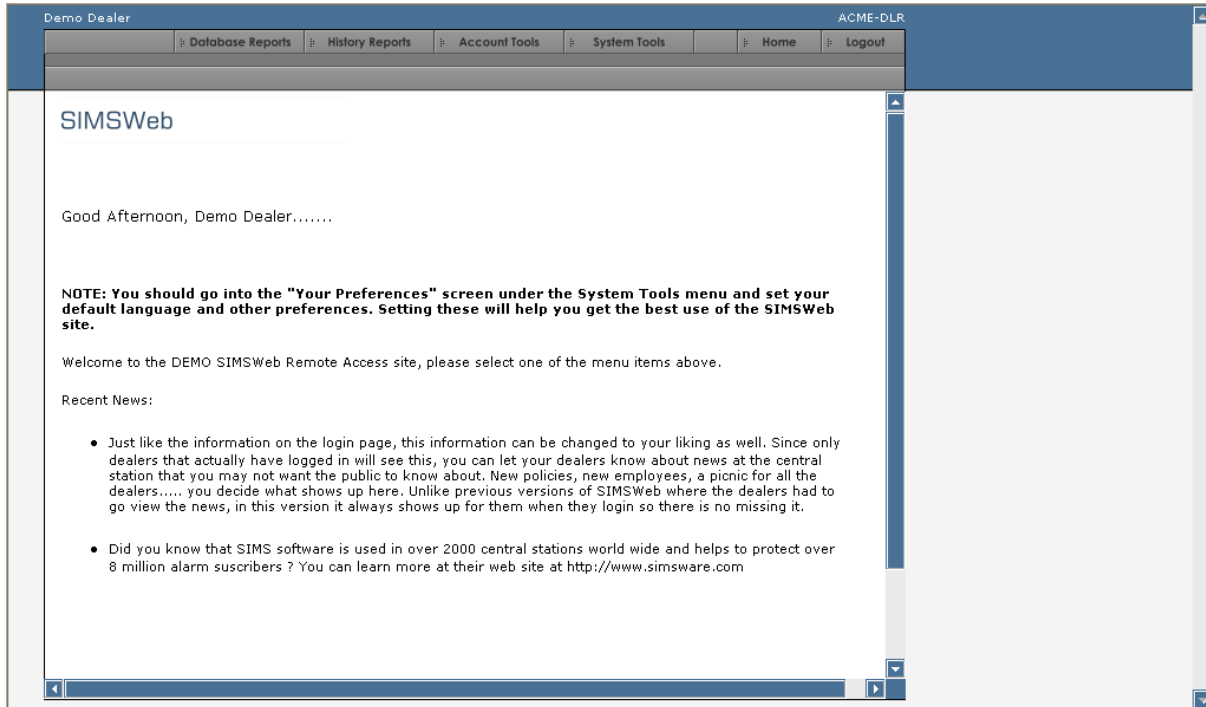
**Example:**

**Username:** ACME-DLR

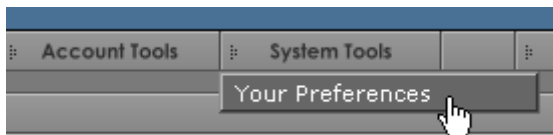
Enter the password and then Click **Login**.

## First Time Login

If this is your first time logging into SIMSWeb, you will be presented with a screen advising you to set **Your Preferences**. This only needs to be done once and the setting you select can be changed at any time.

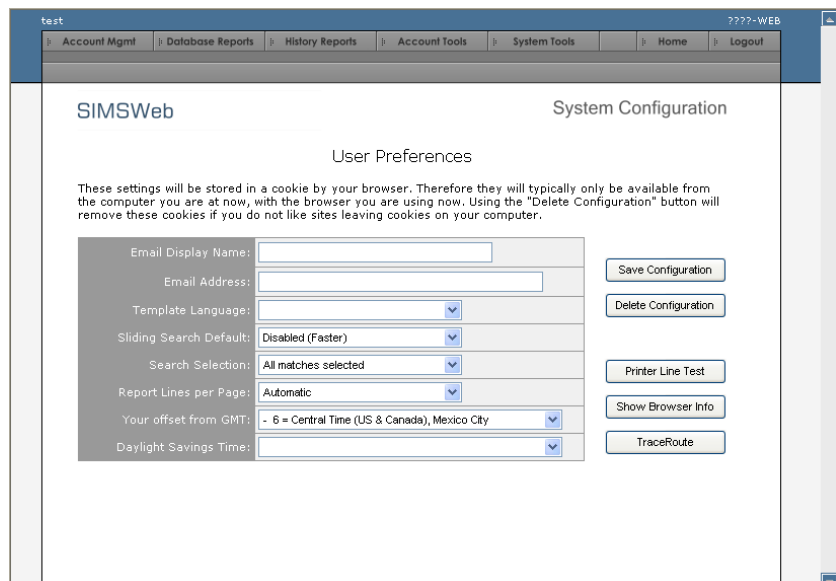


## Setting User Preferences

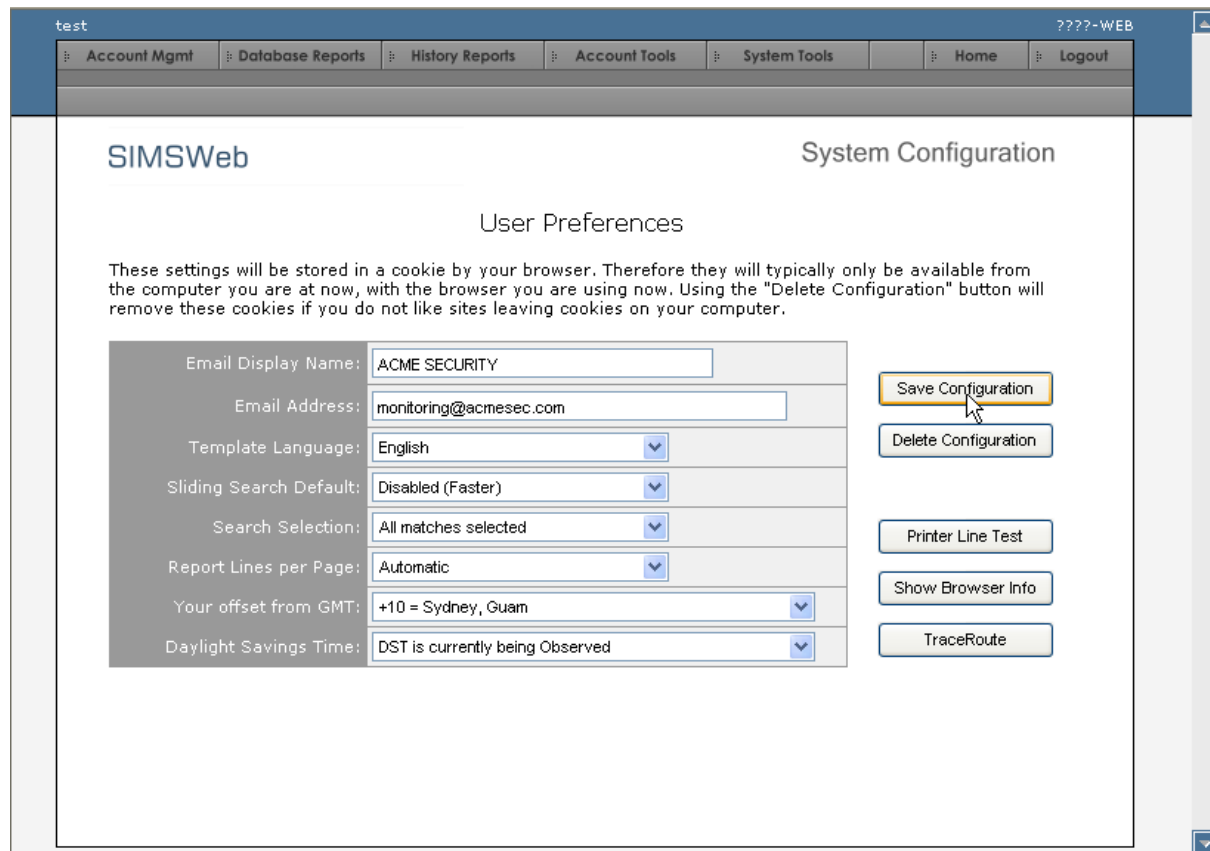


To set your preferences select System Tools → Your Preferences.

The User Preferences screen will be displayed



Enter you details in to each of the fields.



Email Display Name – The name you want to appear on reports emailed from SIMSWeb (Company Name)

Email Address – The return email address that you want to appear on reports emailed from SIMSWeb

Template Language – Set to English

Sliding Search Default – *Disabled* Allows Faster Searches but you must know what the name starts with. E.G to find Bobs Fast Bikes you must enter Bobs Fast or Bob. Entering Bikes will not give a match.

Search Selection – Select what you want displayed on the search results

Report Line per Page – Set too automatic to use your printers defaults

Your offset from GMT – Set to +10 for NSW, VIC, QLD, NT, TAS +8 For WA

Daylight Savings Time – Set to the required value if DST is currently in effect.

Click **Save Configuration** to save your user setting

**Note: Cookies must be enabled on your browser to save the settings.**

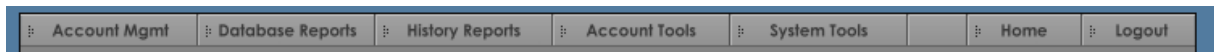
# Using SIMSWeb

SIMSWeb is designed to be user friendly allowing non SIMSII users the ability to access their accounts, run reports and even edit account details. Of course the access levels that they have been given limit what they can do.

## Navigating around SIMSWeb

### The Menu Bar

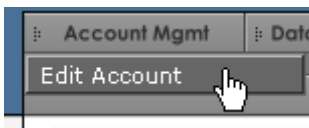
Navigating around SIMSWeb is achieved simply by selecting the menu options on the menu bar at the top of the page.



*Menu Bar*

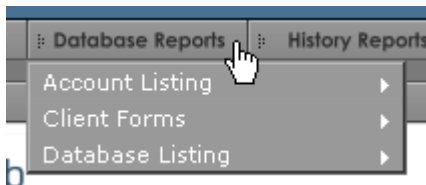
Each menu item when selected will display the option available. In some cases this may lead to sub menus allowing access to even more.

### Account Management



The account management menu allows you to edit accounts

### Database Reports

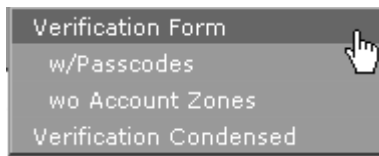


The Database Reports menu allows you to access SIMSII Database reports. These are reports that give information on the accounts data.

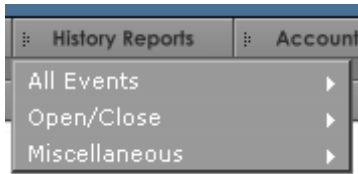
These include: **Listing Reports,**

**Client Forms**

**Database Listing**

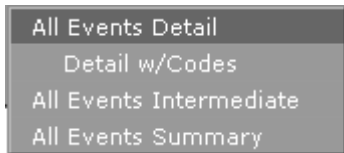


## History Reports



The *History Reports* menu allows you to access SIMSII history reports. These are reports that give information on the accounts history.

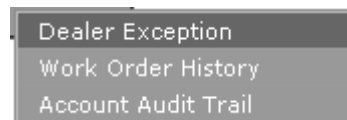
These include: **All Events**



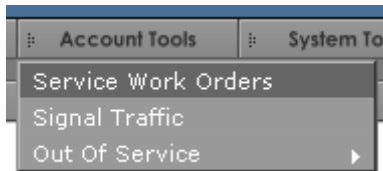
**Open/Close**



**Miscellaneous**

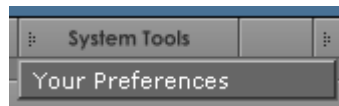


## Account Tools



The *Account Tools* menu allows access to the *Service Work Orders*, *Signal Traffic* and *Out Of Service*.

## System Tools



The *System Tools* menu allows the user to set their preferences.

## Home



This brings you back to the main page.

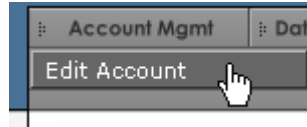
## Logout



This logs you out of SIMSWeb. Once finished using SIMSWeb it is advised to Logout.

# Edit Account

If your access levels allows you can edit an account and make changes to the account. To edit an account select *Account Mgmt* → *Edit Account*.



The following screen will be displayed allowing input of the Account number, Name address etc.

 A screenshot of the SIMSWeb 'Edit Account' search form. The form is titled 'SIMSWeb' and 'Edit Account'. It features an 'Account Search' section with fields for 'Starting' and 'Until' under 'Account#:', 'Name:', and 'Address:'. There is also an 'Advanced Search' section with fields for 'Group:', 'Class:', and 'All Ok Word:'. On the right side, there is a 'Begin Search' button and 'Search Options' including a dropdown for 'Automatic Sort' and a checkbox for 'Sliding Search?'.

Enter the details to search for the account. You can search by Account number, name, address etc. Remember you do not need to search on all fields.

In the example below we are searching for 'Bobs Fast Bike' by entering Bob in the name. Note that the Group is automatically set to **BFBN** as per the *group coded* entered during the login process

 A screenshot of the SIMSWeb 'Edit Account' search form, similar to the previous one but with the 'Name' field filled with the text 'Bob'. The 'Group' field in the 'Advanced Search' section is now populated with 'BFBN'. The 'Begin Search' button is highlighted.

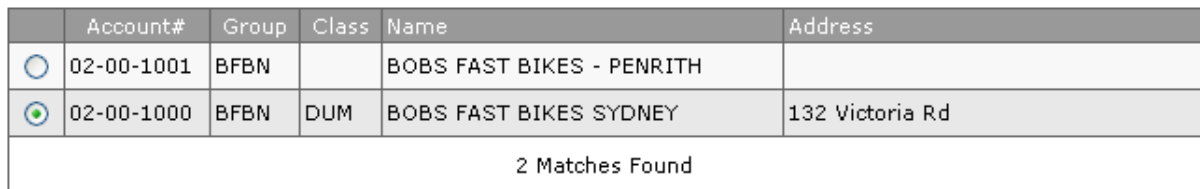
Click *Begin Search* to search for a match on **Bob**

If the search is successful, the following screen will be displayed showing a list of accounts that are available.



You can now edit or view the account by selecting the appropriate entry.

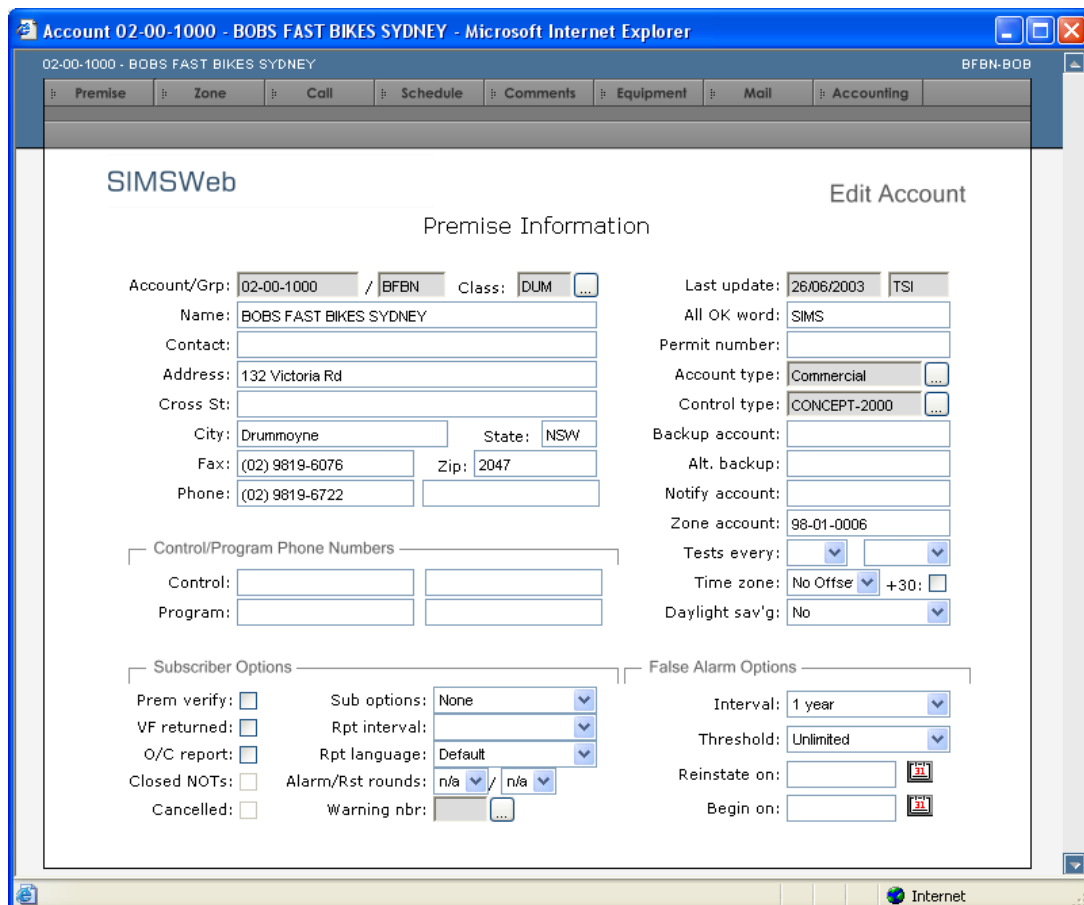
In the following example we have selected *Bobs Fast Bikes Sydney*



Click the View Button to continue.

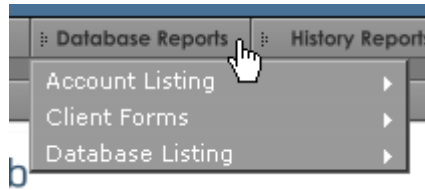


The following screen will be displayed.



# Database Reports

## Account Listing



The account Listing menu has a number of reports available in this example we will only be covering the Summary List Of Accounts. Because the steps required to produce each report are similar we are not showing all reports that SIMSWeb can produce.

In this example we have selected **Database Reports** → **Account Listing** → **Summary List Of Accounts**

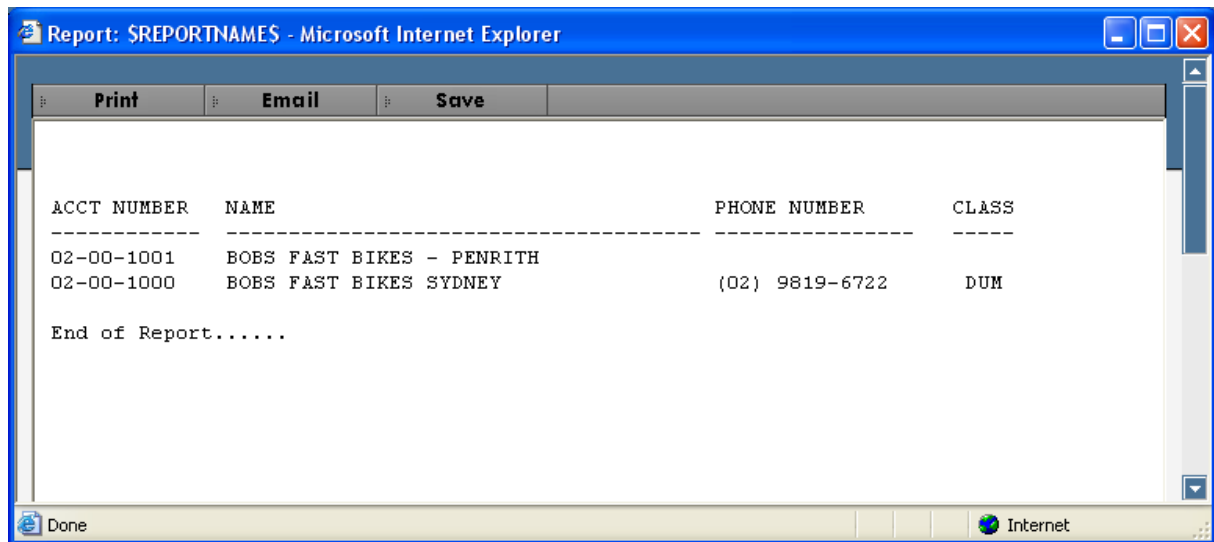
We have entered “Bobs” in the name field and then clicked **Begin Search**

The following results are then displayed

Account#	Group	Class	Name	Address
<input checked="" type="checkbox"/> 02-00-1001	BFBN		BOBS FAST BIKES - PENRITH	
<input checked="" type="checkbox"/> 02-00-1000	BFBN	DUM	BOBS FAST BIKES SYDNEY	132 Victoria Rd

2 Matches Found

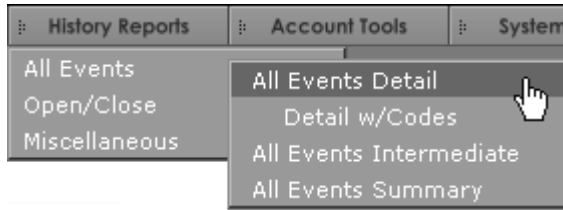
From this screen you then have the options to **View**, **Mark All**, **Clear All** and **New Search** Selecting **View** will show the report as shown below.



From this screen you have the choices to *Print* the report, *Email* the report or *Save* the report to disk. To close the report simply click the close window (X) in the top right of the window.

# History Reports

## All Event Detail



The **History Reports** menu has a number of reports available in this example we will only be covering the **All Events Detail**. Because the steps required to produce each report are similar we are not showing all reports that SIMSWeb can produce.

In the following example we are selecting **History Reports** → **All Events** → **All Events Detail**

We have entered “Bobs” in the name field and a date range from 01/06/2003 until 18/07/2003 then clicked **Begin Search**

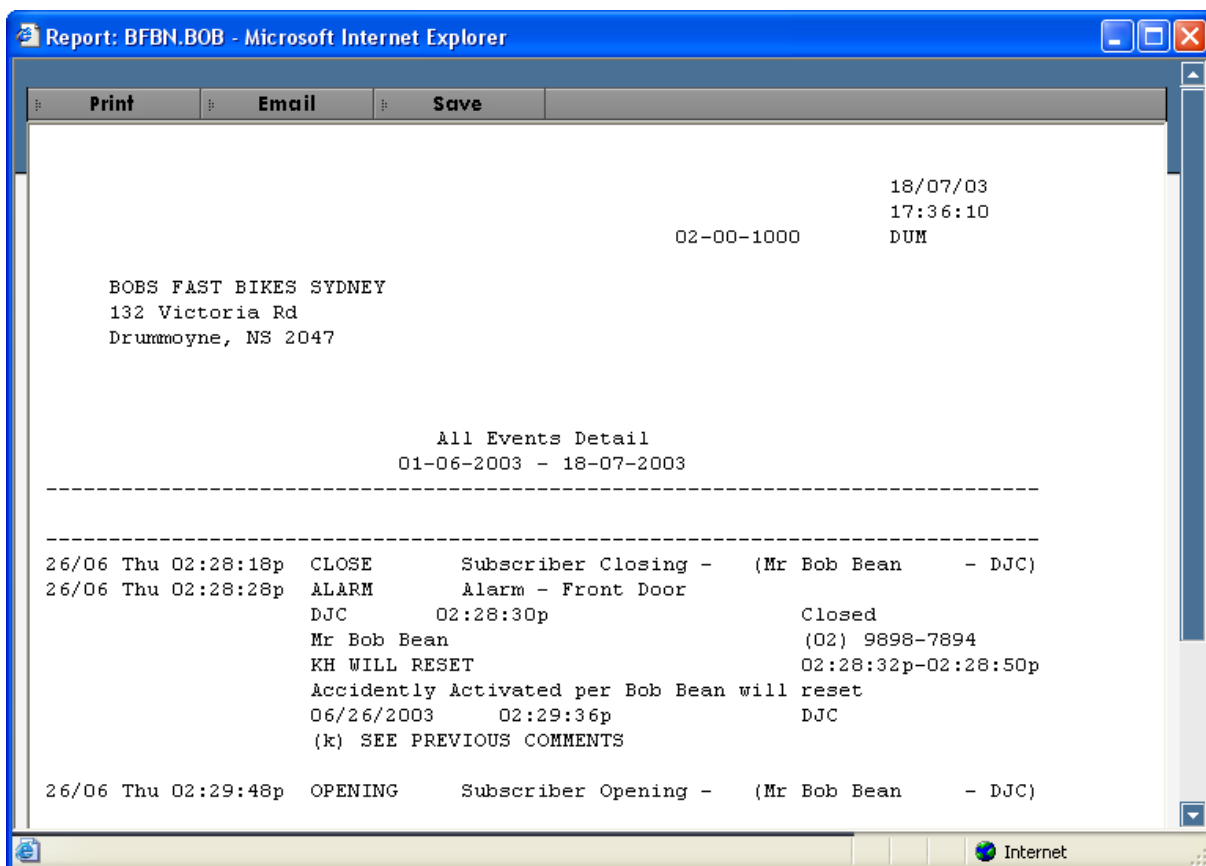
A screenshot of the SIMSWeb 'All Events Detail Report' search form. The form is titled 'SIMSWeb' and 'All Events Detail Report'. It contains several sections:
 

- Account Search:** Fields for 'Starting' (01/06/2003) and 'Until' (18/07/2003) dates, and a 'Name' field containing 'Bobs'. There is a 'Begin Search' button.
- Search Options:** A checkbox for 'Sliding Search?' which is currently unchecked.
- Advanced Search:** Fields for 'Group' (BFBN), 'Class', and 'All Ok Word'.
- Report Options:** A 'Frequency' dropdown menu set to 'Any Frequency', an 'Include User Names' dropdown menu, and a 'Disposition(s):' dropdown menu showing options: '(a)', '(b) Break & Enter Advised', and '(c) L.T.C.NAP K/h Notified'.

The following results are then displayed



From this screen you then have the options to **View**, **Mark All**, **Clear All** and **New Search**. Selecting **View** will show the report as shown below.



From this screen you have the choices to **Print** the report, **Email** the report or **Save** the report to disk. To close the report simply click the close window (X) in the top right of the window.

# Logging Out

At no time should SIMSWeb be left logged in while not in use. It is very important that all SIMSWeb user logout by selecting **Logout**



Once you are logged out the screen shown below will allow you to log back in when required.

**Status: You have been logged off.**

SIMSWeb
Login

Username:

Password:

Enter your Username and Password and then click Submit.

- Welcome to SIMSWeb !** As you probably noticed, a new version of SIMSWeb has been loaded. This version is designed to work best with Internet Explorer v5.5 or newer instead of Netscape like the old version. Your existing username and password should continue to work as they did before, just enter your group dash userid in the username field and your password in the password field. For example if your group is ACME and your userid is DLR, enter ACME-DLR in the username field.
- If you have any questions about the new SIMSWeb, please contact the central station for assistance.