How Dealers Access Matrix

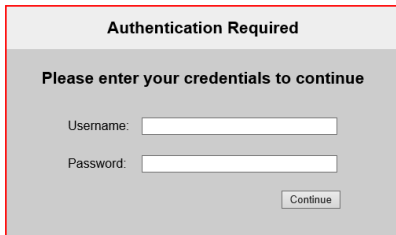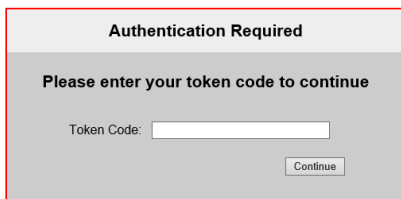1. Go to https://matrix.northern911.com NOTE: website must be used in Firefox or Google Chrome, DO NOT use Internet Explorer or Edge.

2. Log into two-factor authentication using the Matrix username and authentication pin provided by the monitoring station Alarm Coordinator
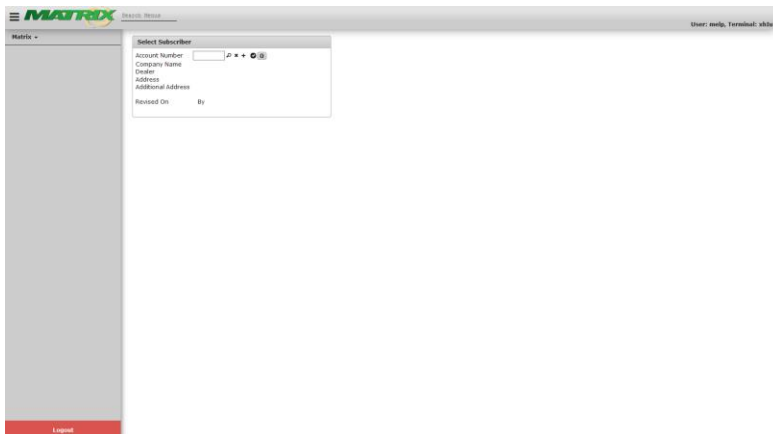

3. Enter the authentication token received by e-mail and/or SMS

4. Log into Matrix using the Matrix username and Matrix password provided by the monitoring station Alarm Coordinator.

5. Once logged in, users will see the Data Entry screen.

6. From this screen users can bring up a customer's account by entering the account number in the **Account Number** field in the **Selected Subscriber** section. If the user entered an account number and presses enter the information will load.

7. If the account number is not known the user can click the magnifying glass beside the **Account Number** field and a lookup window will come up. From here the user can search by any of the fields shown like customer name, address, etc.

8. For example, when entering Test in the **Company Name** field and pressing enter, the results will show any account name that starts with the word Test. From here the user can choose the account to open by double clicking on it.

9. The customers information will then be populated on the main screen. There are different tabs to show different types of information.

10. The **Subscriber** tab will provide the user with the customer's name, address, premise phone number on the left-hand side of the screen.

The right-hand side of the screen has a number of tabs with more information about the customer's account. The **Additional** tab provides information on the panel type, as well as the start date/inactive date and other programming information.

The **Handling** tab has information about signal handling, most of these are defaults on all accounts. The **Use Areas** will most likely be the only field that changes on this screen.

The **Timer** tab indicates if the account is set up with a test timer, and the test frequency.

The **Identifiers** tab has a number of different fields used internally or when dispatching. **Acct Class** is most often used to identify accounts that have Cell Backup/GSM. If the customer has a lock box code it would be entered in the **Lock Box** field, additional information about the location would be entered in the notes. Some police departments require a permit number in order for the monitoring station to dispatch to a residence, if the customer has a permit it would be listed in the **Permit #** field.

The **Accounting** tab is not used by our company.

The **Groups** tab would list any sub dealers that the account is linked to. These sub dealers are used to group accounts that have the same responding parties and procedures, like school boards, companies with multiple locations, etc.

11. The **Contacts** tab lists all the different types of contacts for the customer's account. There are multiple tabs here to separate the types of contacts. **Contacts** lists the responding parties on the customer's account.

Premises lists the number(s) to reach the customer's premise.

Authorities lists the responding police/fire/ambulance agencies.

Group lists the contacts from the sub dealer, if applicable.

12. The **Zones** tab lists all the zones listed on the customer's account. There are some sub tabs on this screen as well that indicate programming on certain zones/types of alarms. The programming information is indicated in the notes as well.

The **Alarm Signal** column will show the zone number(BA01, E130001, etc.).

The **Event Type** column replaces the mnemonics, 003 replaces BUR, 001 replaces FIR, etc.

The **Code Description** will show the type of signal.

The **Zone Description** will show the description of the zone.

The **Call list** will show what call list is associated with the signal. The user will this column will be labeled as BURG, FIRE, MEDIC, NOTIFY, etc. The call list determines the order the numbers will come up when a signal comes in.

The **Alarm Category** column is usually N; other categories are not typically listed on the zone list.

The **Sig Req** column advises if the signal will be handled by an operator or auto logged. If it's O it stands for Operator handled and if it's S its system handled.

13. The **Schedules** tab will show schedule information if the customer is set up with a supervised schedule.
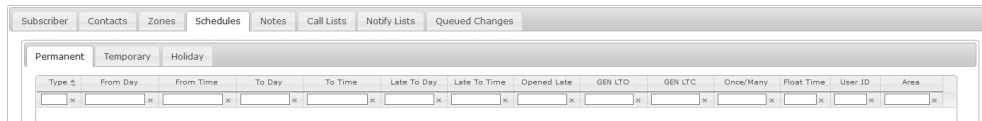
14. The **Notes** tab lists any notes on the customers file, there are different types of notes.

The **Subscriber** tab lists any permanent notes on the customer's file.

The **Temporary** tab lists any temporary notes/procedures.

The **Site Directions** tab lists any programming notes, this is mostly used by our Data Entry team when there is any thing that deviates from the standard dealer procedures.

The **Group** tab lists notes if the account is linked to a sub dealer.

The **Zone Type** and **Service** tabs are not used by our company.
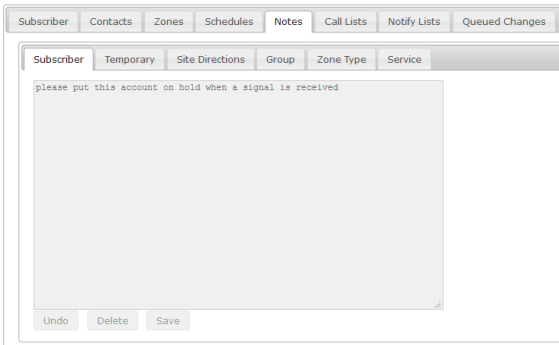

15. The **Call Lists** and **Notify Lists** tabs show if there are any changes to the default call lists and if there are any notify lists for e-mailed signals.

16. The **Queued Changes** tab is not used by our company.

17. To view history on a customer's account the user must move to the history screen. Click on the **Matrix** drop down menu on the left-hand side of the screen.
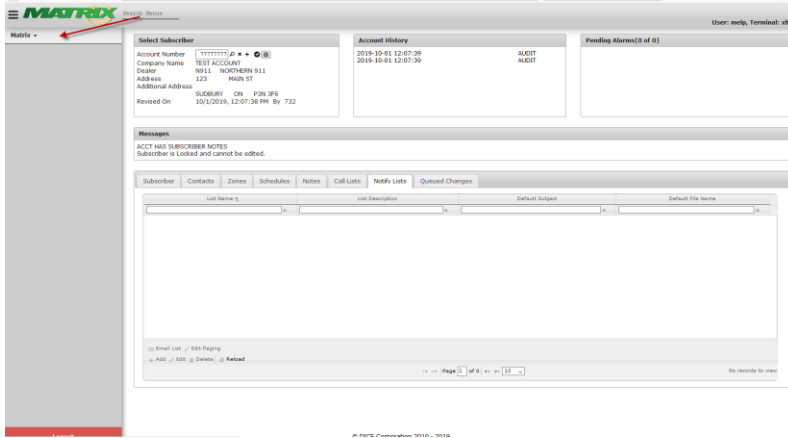

Once the menu appears choose **History**; the user can open history in 2 ways either by clicking on it and it will replace the current tab, or right click and open in a new tab. If opening history in a new tab the user can go back and forth between the customer's information and history easily without reloading the account information.
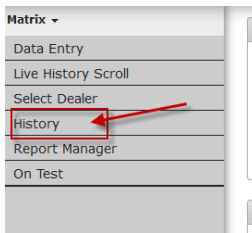
18. Once on the History screen the customer's account number will have to be entered in the **Account Number** field, or the account can be searched by using the magnifying glass, using the same process as above.

19. Once the account is loaded it will show the recent history, it is defaulted to show the last 7 days. The user can change the date range in the **Start Date** and **Stop Date** fields.
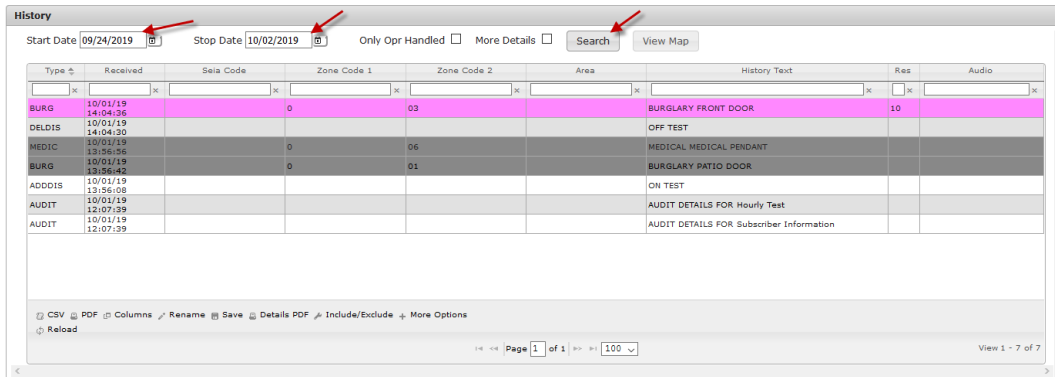
The **Type** column shows the type of signal received.

The **Received** column shows the date and time the signal was received.

The **Seia Code, Zone Code 1, Zone Code 2** and **Area** columns show the actual code for the signal received (ex: BA01, E130002, etc.)

The **History text** column will show a short description of what type of signal was received.

The **Res** column shows the resolution code, what the signal was dispositioned at.

20. The user can double click on a signal to view details and recordings

21. The user can also view live history for accounts currently sending signals by going to **Live History Scroll**.

22. Once the user is ready to log out click the red **Logout** button on the bottom left-hand corner of the screen.