How to Run a CIS Report

1. Log into Matrix at https://matrix.northern911.com using the Matrix username, authentication pin and Matrix password previously provided by the monitoring station Alarm Coordinator.

2. Select the **Report Manager** button from the Matrix menu on the left-hand side of the screen.
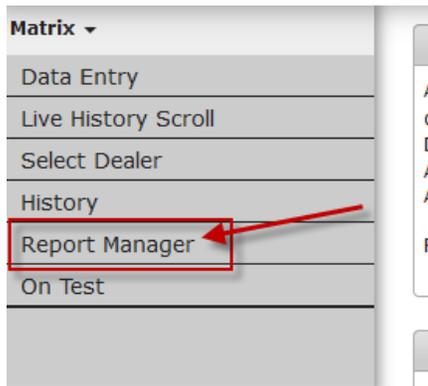
3. From this screen select **CIS Report**.

4. A box will come up where the information for the CIS form will be entered. On the **CIS Main** tab, the user must ensure to enter same the account number in the **Beginning Account** and **Ending Account** fields. When entering the account number in **Beginning Account** and hitting Tab it should automatically populate the account number in the **Ending Account** field.

5. On the **Zone Options** tab ensure that only **Print Zones** and **Print Zone Notes** are selected.

6. The **Contact Options** tab the user will ensure that **Print Contacts** and **Print Contacts w/ Blank Phone** numbers is checked off. If the user wants to include the passcodes on the CIS form, then the user will also ensure that **Print Passcodes** is clicked off.

7. **Global Contact Options** and **Call List Options** should both be blank.

8. The other tabs (**Schedule Options, Notes Options, Miscellaneous Options 1** and **Miscellaneous Options 2**) can all be left as is.

9. Once all the options have been chosen, click the **Submit** button, this will then bring up a box asking to Submit the report for processing, click **OK.**
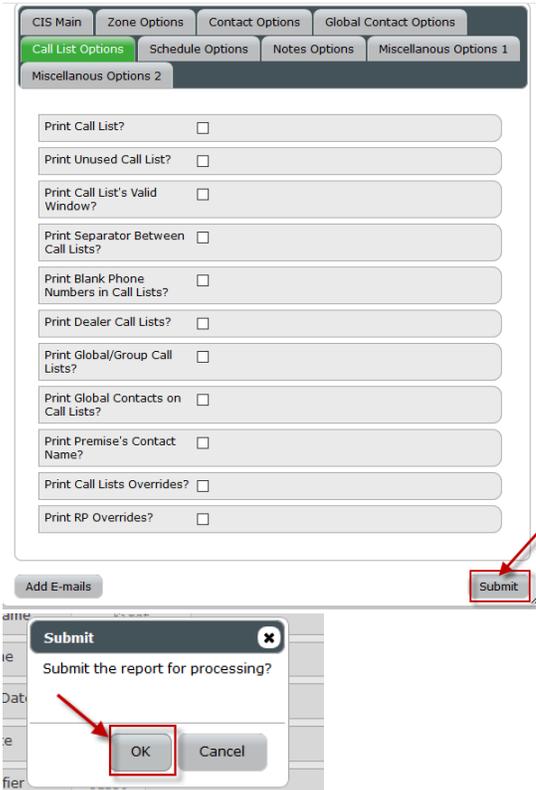
10. Now click on the **My Reports** tab, this will list the reports that were generated. If the **Run Date** and **End Date** are blank hit the **Reload** button and it will refresh the report.
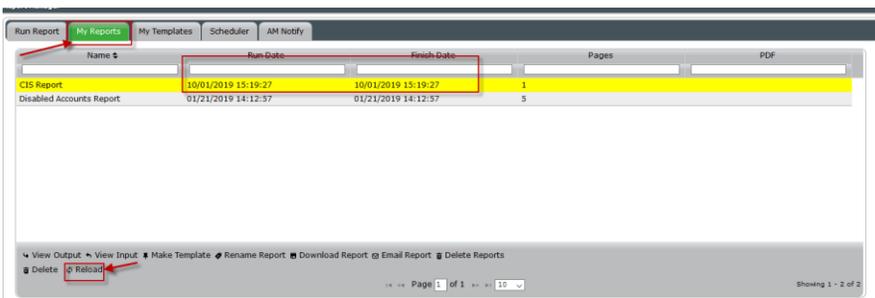
11. Double click the report that should be viewed to open it, the report will come up as a PDF, usually in a new tab.

```
10/01/19 15:19          Subscriber Information Report              Page:  1
                        Account Number:   77777777
Premises================================= Mailing Address========================
TEST ACCOUNT
123  MAIN ST
SUDBURY ON  P3N 3F6  CAN
Phone..........................:   (705) 123-1234
Sort By Name...................: TEST ACCOUNT
Panel Type.....................: VISTA 4110
Start Date.....................: 11/01/12
Last Modified Date ............: 10/01/19 12:07
Active (Y/N)...................: Y
Time Zone......................: EST
Any Signal a Test..............: Y
Test Span......................: HOURLY   768HR SPAN (OPR HANDLED)
Zone Test......................: N
Commercial/Residential.........: R
Supervise Schedule.............: N
Dealer Name....................: NORTHERN 911
Dealer No......................:   N911
                  Defaults Passcodes and Emergency Contacts
Contact Name        User  Passcode        Duress    Code      Phone Number
------------------- ----- --------------- ----------------- ------------------
SUDBURY FIRE DEPT.                                           (705) 675-3341
SUDBURY POLICE DEPT.                                         (705) 674-7511
SUDBURY AMBULANCE                                            (705) 673-1117
                                                            (705) 123-1234
JOHN SMITH          1234                                     (705) 669-4458
JANE DOE            5548                                     (705) 889-7754
                            Signal Descriptions
Signal Code  Event Type        Event Description           Call List  Req
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        001 BURGLARY           PATIO DOOR                   BURG   OPR
        002 BURGLARY           BACK DOOR                    BURG   OPR
        003 BURGLARY           FRONT DOOR                   BURG   OPR
        004 FIRE ALARM         SMOKE DETECTOR               FIRE   OPR
        005 PANIC              KEYFOB PANIC                 PANIC  OPR
        006 MEDICAL            MEDICAL PENDANT              MEDIC  OPR
        007 BURGLARY           HOT TUB MOTION               BURG   OPR
   >SECOND PATIO DOOR
                            Permanent Notes
----------------------------------------------------------------------------
please put this account on hold when a signal is received
----------------------------------------------------------------------------
```