SedonaWeb Home Page

Last Modified on 07/10/2023 1:13 pm EDT

The Home Page

If the Customer correctly enters their Email Address and Password, their customer home page will be displayed (example below).

At the upper right of the home page will display the name of the logged in user.

Three panels are displayed on the home page:

- Current Balance – This will show the total net due on the customer's account, which is the sum of all open invoices and unapplied payments and unapplied credit memos.
- Service Tickets – If the customer has any open service or inspection tickets, the count of all tickets will be listed. A link is provided to view open tickets.
- Auto Bill Pay and Paperless Billing
- Auto Bill Pay – If the customer has a credit card or bank account on file that is setup for auto-pay, this will be indicated under this header.
- Paperless Billing - If the customer is flagged for having their invoices emailed, this will be indicated under this header.

Across the top of the main page are several tabs, each of which will be described,
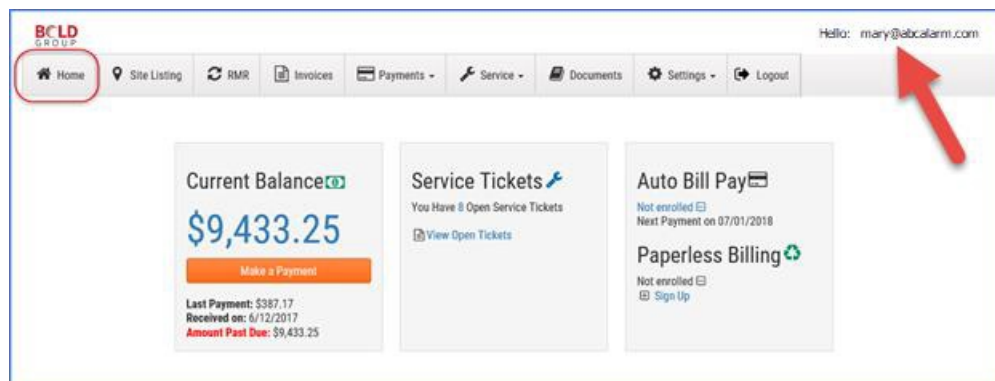
Site Listing Tab

When clicking on the Site Listing tab, a list of all of the customer's sites will appear in a grid. If the customer has any inactive sites, checking the box labeled "Show Inactive Sites", will include both active and inactive sites in the listing.
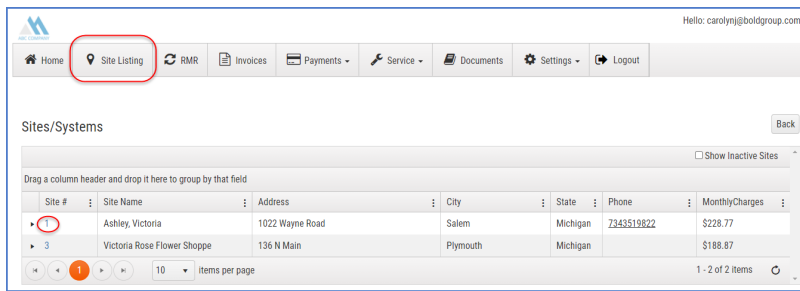
Site Details

Clicking on a Site Number will display detailed information for that particular site. Below the site information, four tabs of information are available: Systems, RMR, Contacts and Documents. Clicking on each tab will display information related to the customer's site. On any of the tabs where information is displayed in a blue font, clicking on that link will drill down to information that is more detailed.
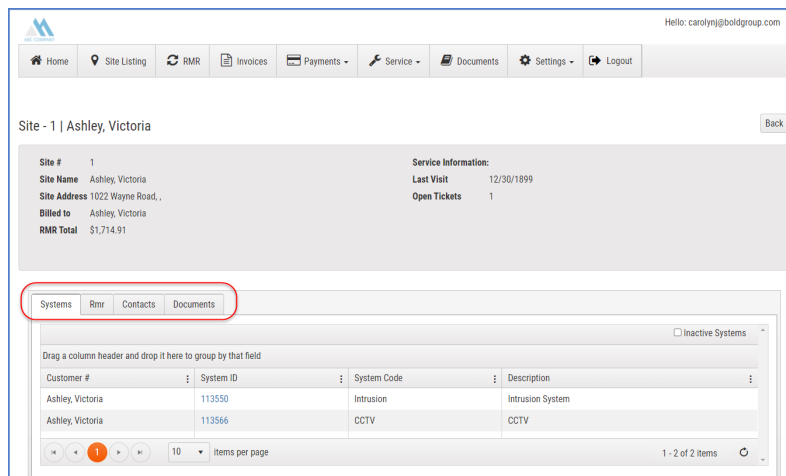
Site System Details

Clicking on the arrow to the left of a Site Number will display all active systems for the site. Clicking on the Alarm Account (system number), will display details for that system and also display the RMR, Contacts and Documents tabs.
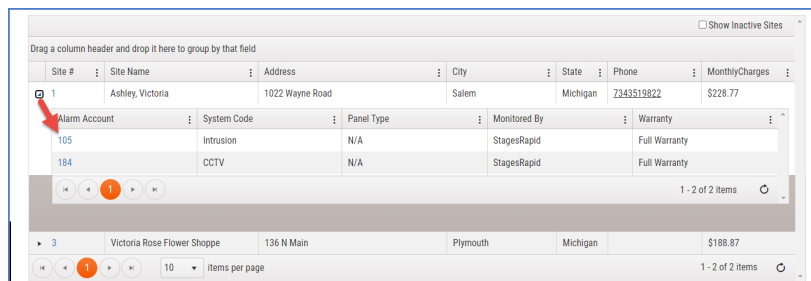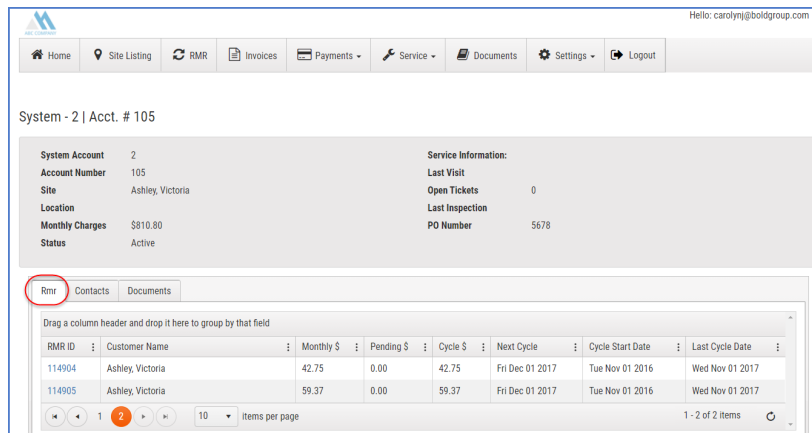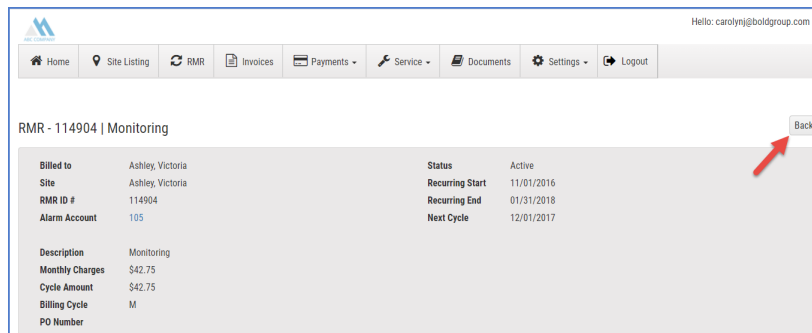
System Details

Once you are viewing the account from the System level, you can also view details related to RMR, Contacts and Documents.
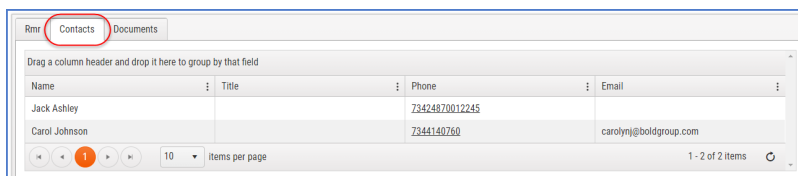
RMR Tab

When clicking on a RMR ID link, detailed information will be displayed for that recurring line. To return to the RMR listing, click on the Back button.


Contacts Tab

Clicking on the Contacts tab will display all billing and site contacts linked to this particular site.
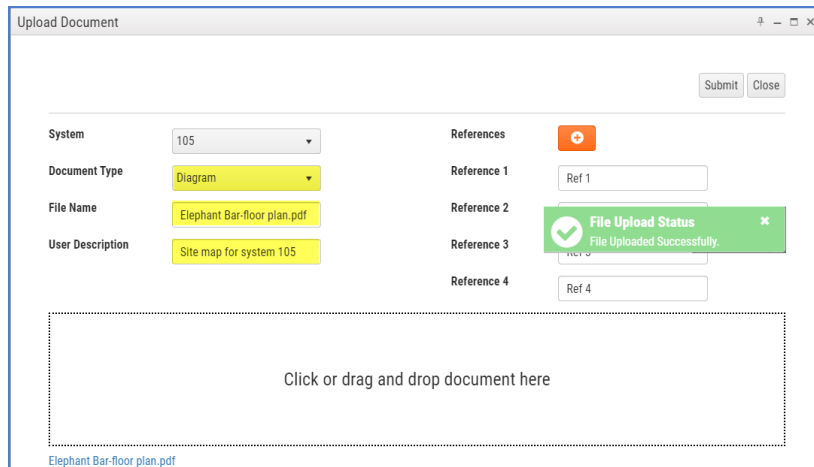

Documents Tab

Clicking on the Documents tab will display a listing of all documents linked to this particular site. The customer also has the ability to upload documents to their account.

Note: All documents saved with a security level of 1 will be available for the customer.
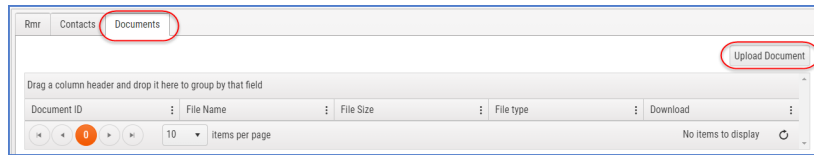
To upload a document, click on the Upload Document button. The upload document form will be displayed. Required fields are Document Type, File Name and User Description. Click in the text box at the bottom of the form. This will open your file explorer to locate the file to upload. When finished, click the Submit button. If all required fields were populated, the customer will receive a confirmation message that the file upload was successful.


Once a document was uploaded, it will be displayed in the documents listing.
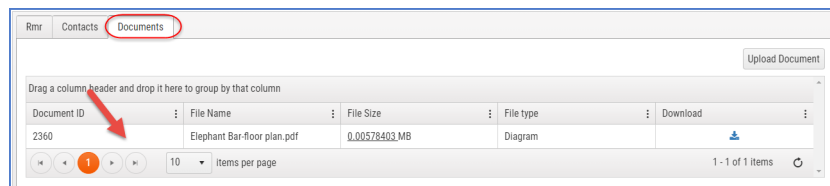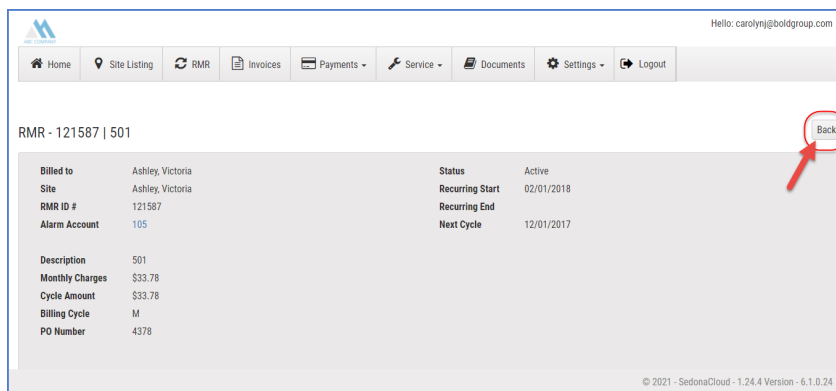

RMR Tab

When clicking on the RMR Tab, all active recurring lines associated with all Sites and Systems will be listed in the grid. To view the details of a particular recurring line, click on the RMR ID link.

Note: If a recurring line has a recurring end date in the future, it can only be viewed by checking the Cancelled RMR's checkbox.
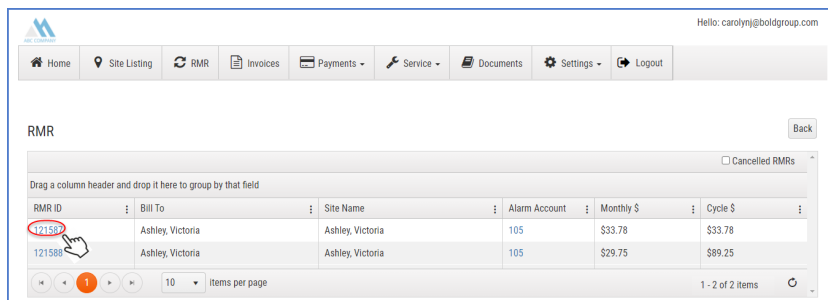
When clicking on a RMR ID link, detailed information will be displayed for that recurring line. To return to the RMR listing, click on the Back button.

Cancelled RMR

On the RMR Tab is an option to view Cancelled RMR. When checking this box, all active and cancelled recurring lines will be displayed. If a recurring line has a recurring end date in the future, it can only be viewed by checking the Cancelled RMR's checkbox.

Note: If the recurring line was cancelled because of a rate increase, it will be listed if the Cancelled RMR's checkbox is selected.
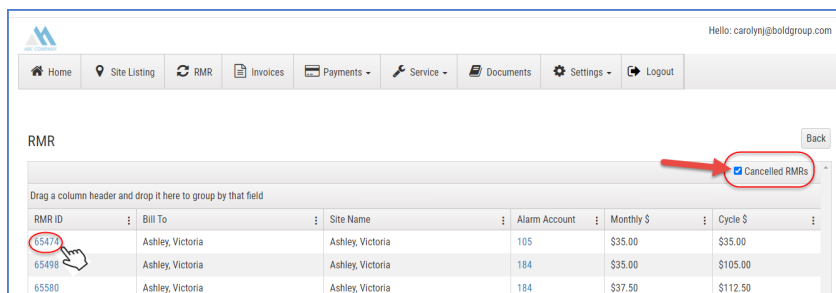
Recurring lines where there is a date shown in the Recurring End field are cancelled lines.

ABC COMPANY

RMR - 65474 | Monitoring

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Billed to	Ashley, Victoria	Status	Active
Site	Ashley, Victoria	Recurring Start	04/01/2014
RMR ID #	65474	Recurring End	09/30/2015
Alarm Account	105	Next Cycle	11/01/2015

Description	Monitoring
Monthly Charges	$35.00
Cycle Amount	$35.00
Billing Cycle	M
PO Number	