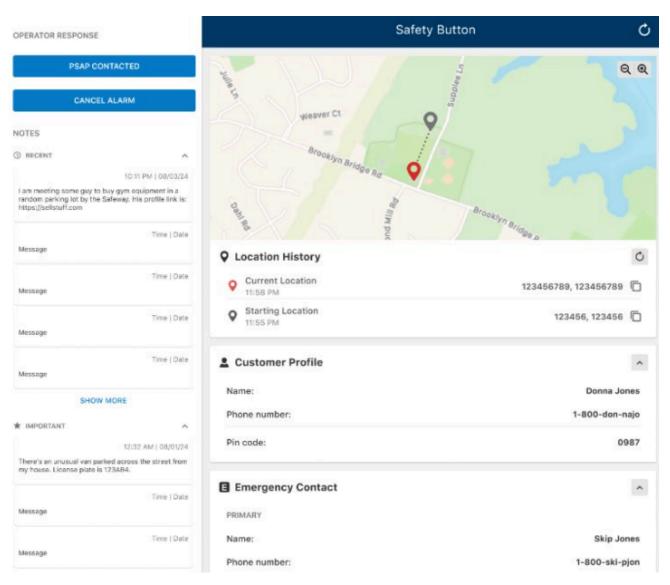


Using the Safety Button dashboard for Monitoring Station Operators

The Safety Button dashboard allows Monitoring Station Operators to assess situations where the user has forwarded an emergency request to the monitoring station. Operators can send an SMS and attempt to call the user to verify the alert, and if they do not receive a response from the text or phone call they can dispatch appropriate emergency services to the user's last known location.

For more information about requirements and the event codes sent for the Safety Button, see <u>Safety Button</u>.



Operator experience:

The following outlines the workflow of the monitoring station operator when using the Safety Button dashboard:

- 1. An emergency request signal sends to the monitoring station that includes the user's name, GPS coordinates, PIN code, and any Safety Button Notes or Emergency Contact information the user has set up. The operator clicks on the **Launch browser** icon.
- 2. The browser launches the Safety Button dashboard for the operator to review the user's provided information and assess the emergency request.

Note: If the monitoring station is not using a virtual receiver, the operator will need to user their monitoring station credentials to log in to the Safety Button dashboard.

- 3. The operator can send an SMS message asking for confirmation that help is needed. If there is no response from the SMS message, the operator attempts to call the user's phone.
- 4. The operator's next steps depend on whether or not the user responds to the SMS message or phone call.
 - If there is no response to either the SMS message or phone call and the event is still not canceled, the
 operator can dispatch emergency services to the user's last known location and click PSAP contacted to
 confirm their actions on the Alarm.com side.
 - If the user responds to either the SMS message or phone call and provides their PIN, the operator can click
 Cancel Alarm and confirm their decision.

Note: The user can also tap **I don't need help** in the Customer app at any time to cancel the event once the operator attempts to contact them.