



Knowledge Base

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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 [Safety Button](#).

OPERATOR RESPONSE

PSAP CONTACTED

CANCEL ALARM

NOTES

RECENT

10:11 PM | 08/03/24

I am meeting some guy to buy gym equipment in a random parking lot by the Safeway. His profile link is: <https://sellstuff.com>

Time | Date

Message

Time | Date

Message

Time | Date

Message

Time | Date

Message

Time | Date

SHOW MORE

★ IMPORTANT

12:32 AM | 08/01/24

There's an unusual van parked across the street from my house. License plate is 123AB4.

Time | Date

Message

Time | Date

Message

Time | Date

Safety Button



Location History

Current Location

11:58 PM

123456789, 123456789

Starting Location

11:55 PM

123456, 123456

Customer Profile

Name:

Donna Jones

Phone number:

1-800-don-najo

Pin code:

0987

Emergency Contact

PRIMARY

Name:

Skip Jones

Phone number:

1-800-ski-pjon

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 use 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.