Installer & Manager Add/Change/Delete Authorization

Dealer Name: _____

Tristar maintains your company's and subscribers' information as highly confidential. Alarm Company access to any subscriber information or requesting action on any account, including cancelling an alarm, requires a personal identification code for all alarm company personnel.

'***Managers have unlimited access to all dealer and subscriber information. Managers are required to make dealer level changes including instructions, billing, cancelling accounts and add/change/delete installers.***

This form can only be used by an authorized Manager.

*The default on test duration is 4 hours. *Instructions for app installation are below.

Password requirements: Passwords must be a **minimum of 8 characters** and must contain **at least one of each of the following**:   Upper case letter + lower case letter + number. PRINT CLEARLY

Due to U.L. cyber security requirements, users will be prompted to change passwords every 90 days.

1) Printed Name: _____   Add [   ] Change [   ] Delete [   ]

  Requested username/login: _____   Web & App password _____

  Cell phone number _____   Verbal password or PIN _____

  [   ] Manager   [   ] Installer If Installer: Allow Data changes: _____ Allow on/off test: _____

2) Printed Name: _____   Add [   ] Change [   ] Delete [   ]

  Requested username/login: _____   Web & App password _____

  Cell phone number _____   Verbal password or PIN _____

  [   ] Manager   [   ] Installer If Installer: Allow Data changes: _____ Allow on/off test: _____

3) Printed Name: _____   Add [   ] Change [   ] Delete [   ]

  Requested username/login: _____   Web & App password _____

  Cell phone number _____   Verbal password or PIN _____

  [   ] Manager   [   ] Installer If Installer: Allow Data changes: _____ Allow on/off test: _____

4) Printed Name: _____   Add [   ] Change [   ] Delete [   ]

  Requested username/login: _____   Web & App password _____

  Cell phone number _____   Verbal password or PIN _____

  [   ] Manager   [   ] Installer If Installer: Allow Data changes: _____ Allow on/off test: _____

5) Printed Name: _____   Add [   ]   Change [   ]   Delete [   ]

   Requested username/login: _____   Web & App password _____

   Cell phone number _____   Verbal password or PIN _____

   [   ] Manager   [   ] Installer If Installer: Allow Data changes: ____   Allow on/off test: ____

6) Printed Name: _____   Add [   ]   Change [   ]   Delete [   ]

   Requested username/login: _____   Web & App password _____

   Cell phone number _____   Verbal password or PIN _____

   [   ] Manager   [   ] Installer If Installer: Allow Data changes: ____   Allow on/off test: ____

7) Printed Name: _____   Add [   ]   Change [   ]   Delete [   ]

   Requested username/login: _____   Web & App password _____

   Cell phone number _____   Verbal password or PIN _____

   [   ] Manager   [   ] Installer If Installer: Allow Data changes: ____   Allow on/off test: ____

8) Printed Name: _____   Add [   ]   Change [   ]   Delete [   ]

   Requested username/login: _____   Web & App password _____

   Cell phone number _____   Verbal password or PIN _____

   [   ] Manager   [   ] Installer If Installer: Allow Data changes: ____   Allow on/off test: ____

9) Printed Name: _____   Add [   ]   Change [   ]   Delete [   ]

   Requested username/login: _____   Web & App password _____

   Cell phone number _____   Verbal password or PIN _____

   [   ] Manager   [   ] Installer If Installer: Allow Data changes: ____   Allow on/off test: ____

10) Printed Name: _____   Add [   ]   Change [   ]   Delete [   ]

   Requested username/login: _____   Web & App password _____

   Cell phone number _____   Verbal password or PIN _____

   [   ] Manager   [   ] Installer If Installer: Allow Data changes: ____   Allow on/off test: ____

Authorized by Manager:

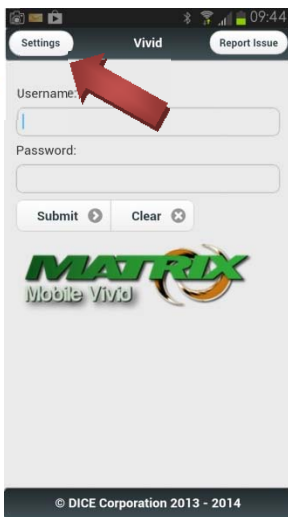   **Printed Name** _____   **Title** _____

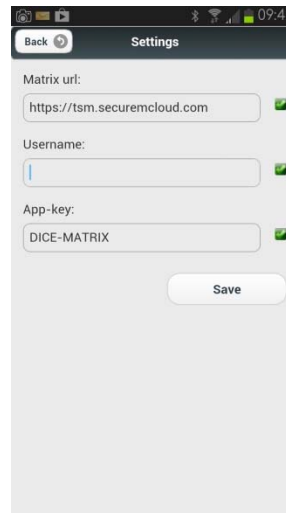   **Signature** _____   **Date** _____

Setup Instructions

After the users have been setup by the central station, download and install the **Matrix Mobile Vivid** app from Google Play for Android or the Apple App Store. The app is compatible to Android and IPhone smart phones and tablets.

Launch the app and click the **Settings** button at the top of the screen.

Enter the following settings

MATRIX URL:
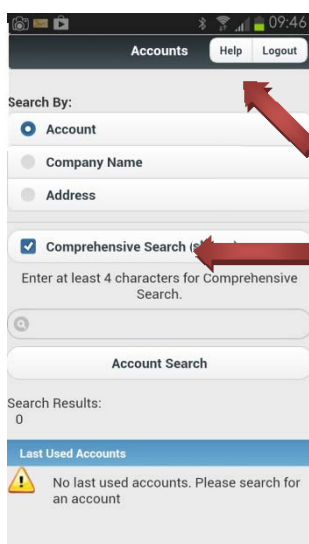**https://tsm.securemcloud.com**

Username:
Username provided by the central station

App-key:
DICE-MATRIX   (Must be all CAPS)

Click **Save** at the bottom

Help and video tutorials are available by clicking **Help** in the upper right corner.

Click the comprehensive search check box to have a more accurate search.

3 or more unsuccessful attempts to log in will lock the users account. You must contact the Operations department at the central station to unlock the users account.

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