

Subscriber Secure Internet Services

what dealers need to know

What are Subscriber Secure Internet Services?

EM24's Subscriber Secure Internet Services allow subscribers, upon their dealers' authorization, to place accounts on test, receive the *Security Seeker* emailed newsletter, make temporary changes to party information, view history, view account data and conveniently request account information changes from their dealers.

All information exchanges through these services are secured by the same encryption process used for Internet financial transactions.

Cost and registration?

Dealers can currently authorize these services for their subscribers for free through EMERgency 24's Secure Internet Services. Dealers must register to use Secure Internet Service through the EM24 Sales Department.

It is each individual alarm dealer's decision as to whether or not to bill his subscribers for this service or to simply use it as a free incentive to close a sale.

How do I give my subscribers access to these services?

You must collect a User Name, Password and Email Address from your subscribers in order to authorize their access. EM24 has forms that can help you with this process. Contact the EM24 Sales Department for details.

After this information is collected, visit the dealer Secure Internet Services main page and select the link entitled "Authorize Subscribers for Internet Service." You will be transported to a table where you can enter the information of each subscriber you would like to authorize, which includes: Account Number, User Name, Internet Password and Email Address.

After each line of information, check any combination of the boxes marked "Internet Service" and "Security Seeker." Checking "Internet Service" will allow your subscribers to: place their accounts on test; make temporary changes to their parties, view the account history and data, and request account information changes from you, their dealer. Checking "Security Seeker" will allow your sub to receive the emailed, end-user, quarterly newsletter, the *Security Seeker*.

When your subscribers request account information changes, you will receive an email alerting you of this request. You can make the change in the dealer Secure Internet Services.

How do my subscribers access this information?

Ask the EM24 Sales Department for an instruction sheet that you can reproduce and give to your subscribers.

Instructions for your subscribers to utilize these services:

- 1) Visit <http://www.ursecure.com>.
- 2) Select the "Internet Services" button on the right side of the screen.
- 3) Select the link "Secure Internet Services for Subscribers."
- 4) Enter username "seven," password "seven."
- 5) Enter your Account Number, Internet Access Code, and Primary Phone Number <Continue>.
- 6) Confirm user name and email address <Continue>.
- 7) If you have authorized them to access Subscriber Secure Internet Services, they will continue onto a menu of these services. If you have only authorized them to receive the *Security Seeker* end-user emailed newsletter, your subscribers will only be allowed up to the screen to confirm their user name and email address. If they change their email address, they can update it themselves to assure *Seeker* receipt.

