The Salt Lake City Police Department is proud to announce Alarm Permits online at www.slcpd.com

Introduction

- Learn about the SLC Ordinance to enhance effective alarm coordination and SLCPD response.
- Become fully informed about Alarm Permit entry.
- Avoid false alarm issues for customers.

Review on the website link:

1) Alarm Permit Welcome Letter
2) SLC Ordinance 5.08
3) Alarm Permit Instructions

Use the SLCPD website link for Alarm Permit entry:

1) Enter a new alarm permit within the city limits of Salt Lake City (SLC): Pages 2-6
2) Update existing Alarm Permits: Page 7 – to perform updates refer to pages 2-6 as needed
3) Deactivate alarms no longer in use: Page 8

IMPORTANT INFORMATION FOR ALARM LOCATION HOME & BUSINESS ADDRESSES

When a location for an alarm installation is entered the website checks if the alarm address is within the SLCPD response area. Multiple cities within Salt Lake County use Salt Lake City as the city address but are separate municipalities.

If an alarm address is outside of the Salt Lake City municipality you are directed to contact the appropriate Police jurisdiction.

To locate the appropriate Police jurisdiction, enter the alarm install location zip-code into any internet browser.

Most internet browsers provide a secondary city name for a neighboring municipality when a Salt Lake County zip-code is entered.

- For example, zip code 84123 will show Taylorsville, Utah and Salt Lake City, Utah
- Contact Taylorsville Police Department to obtain their alarm permit information
Alarm Permit Website Information

To access the Salt Lake City Alarm Permits program:
1) Go to www.slcpd.com
2) Scroll to POPULAR LINKS at the bottom of the homepage
3) Click on Alarm Permit Entry

Click open the Alarm Permit Policy – Please Read NOW

Click and read the Alarm Permit Ordinance

New Alarm Permits

Permit entry requires three types of information:
1) Alarm location
2) Mailing address
3) Contacts

Use the Screen Tab explanations over the next pages to move easily through entry.

1) Click on Create a new Alarm Permit
Permit Entry Screen Tab

- Image: Enter the letter and numbers displayed in the blue box exactly as shown: 43DVg5

- Applicant Name:
  - Residential alarms. Enter the resident’s name starting with the LAST name, followed by the FIRST name. Do not enter a comma. For example, enter John Smith as ‘Smith John’
  - All other alarms. Enter the full name of the business or organization. Those entities with multiple branch locations or franchises please also include a unique identifier. For example, Local Bank Name, branch 123 should be entered: Local Bank Name #123

- Email Address: A notification containing the new Alarm Permit number is sent to the email address provided here within minutes of completing and saving this screen
  - If you are an alarm company this is your company email address

- Alarm Address: This is the physical street address where an alarm is installed.
  1. Addresses are broken into six (6) entry fields.
  2. Not all fields are required.
  3. Include building and unit identifiers as needed.
  4. Review the examples provided at the top of the opposite page.
ADDRESS Example #1

Multi-unit building on a named street: 123 South Revere Terrace, Bldg H, Unit 4, 84116
☐ House #: 123
☐ Dir (direction): S
☐ Unit: H-4
☐ Street: Revere
☐ Suffix: Terrace
☐ Zip-code: 84116

ADDRESS Example #2

Building on a ‘co-ordinate’ named street: 429 East 2100 South, 84106
☐ House #: 429
☐ Dir (direction): E
☐ Street: 2100 South
☐ Zip-code: 84106

- Premise Type: The premise type is either residential, commercial, government or other. The Other category would refer to churches, food pantries, etc.

- Phone number: These are phone numbers associated with the address where the alarm is located. At least one phone number is required. The format is very particular. Please use the ( ) parenthesis and – hyphen characters as indicated.
  ☐ Home Phone / Landline or Cell. For residential alarms.
  ☐ Enter Business Phone, Extension. For all other alarms.
  ☐ Additional phone numbers can be entered using the Contacts Tab Screen.

- Alarm Co – Vendor: This is the company responsible for selling, installing and maintaining the alarm(s). Click on the box to select from a list of registered companies.
  ☐ Alarm company representatives: If your alarm company is not listed contact SLCPD at alarmpermit@slcgov.com.

- Alarm Co – Monitor: This is the company responsible for monitoring an installed alarm system(s) and contacting SLCPD once an alarm is verified. Click on the box to select from a list of registered companies.
  ☐ Alarm company representatives: If your monitoring company is not listed contact SLCPD at alarmpermit@slcgov.com.

- Active Check box to De-Activate ☐ Leave blank: No entry is needed for a new Alarm Permit.

Click on Save Permit to continue.
- ☐ Correct any problems as indicated by Alert messages.
- ☐ Once issues have been addressed a permit number will generate and be sent by email to the email address provided.
**Mailing Address Entry Tab Screen**

A separate mailing address is required when:

1) City documents are mailed to an address *other than the address* where the alarm is located

2) Alarm location is un-occupied or does not receive mail from the USPS

3) ATTENTION name is different from Applicant name entered on the Permit Entry Tab Screen

- Image. Enter the letter and numbers displayed in the blue box exactly as shown: 43DVg5

- ATTENTION name. Enter the name of a person (first name then last name) and/or a department responsible for alarm permit notifications

- Street Address, City, State and Zip. This is the street address or P.O. Box used by the USPS. Be as detailed as you can. Include building and unit identifiers.

- Click on **Save** to continue

  □ Correct any problems as indicated by Alert messages
**Contacts Entry Tab Screen**

Contacts provide access to the alarm site, have working knowledge of the alarm system and know required pass codes. These contacts are a match to the list provided to the alarm monitoring company.

*A minimum* of one contact is requested. *No more than* three contacts should be entered.

1) Click on **Add a New Contact** to add your first contact

2) Follow the instructions below to add the first contact information

- Image. Enter the letter and numbers displayed in the blue box exactly as shown: 43DVg5
- Contact Order Number. Use numbers 1, 2 and 3 to signify the order your contacts are to be called by the monitoring company.
- Name (Last name FIRST). Enter the contact’s name starting with the last name, **followed a comma** and the first name. For example, enter John Smith as ‘Smith, John’.
- If you decide not to enter another contact, click on **Return to List** to exit to the previous screen.
- To save the entered contact information, click on **Save Contact**

3) Click on **Add a New Contact** to enter additional contacts

**Alarm Permit entry is now completed:**

- Review the information or close the program
**Update Alarm Permits**

Permit information should be updated when any of the following events occur:

1. Alarm install location phones number(s) change
2. Mailing contact name or address changes
3. Phone contact person or call order changes
4. Alarm company vendor or alarm company monitor change

Refer to New Alarm Permits, pages 2-6, for instructions matching your update need(s):

Click on **Update your Alarm Permit**

If you have problems deleting a contact, or reorganizing a list of contacts (1, 2 and 3), send an email requesting help to alarmpermit@slcgov.com and include:

- Permit number
- Alarm location street address
- Call order (1 min. - 3 max.), with Name and Contact phone number(s)

You may encounter problems saving updates to older permits.

Check the following:

- If you do not have an email address, enter alarmpermit@slcgov.com
- Double check the street address is entered correctly; see top of page 4 for examples
- Highlight all the characters in the field including empty spaces
  - Press **Delete**
  - Re-enter the information and **Save Permit**

If you continue to have problems, send an email for help to alarmpermit@slcgov.com and include:

- Permit number
  1) Alarm location street address
  2) State what you are trying to do, e.g. deactivate a permit, update phone number, etc.
  3) State the error message(s) appearing on the screen
  4) Provide the correct information for the Permit update needed

- SLCPD will update the information and email a copy of the updated permit back to you.
Cancel Alarm Permits

Alarms permits must be cancelled (de-activated) when any of the following events occur:

1) Alarm system is removed or deactivated

2) Alarm is moved to another location in or out of the SLCPD jurisdiction of the SLC municipality

3) New resident, new business or new organization occupies the location of an existing alarm

Click on **Update your Alarm Permit**

- At the bottom left select the **Check box to De-Activate:**

- Click on **Save Permit**