



POLICE DEPARTMENT

The Salt Lake City Police Department is proud to announce Alarm Permits online at [www.slcpd.com](http://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.slepd.com](http://www.slepd.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

Permit Entry Mailing Address Entry Contacts Entry

Add a New ALARM PERMIT - Required items are colored  
ORANGE

If you are creating a NEW Alarm Permit, an Alarm Permit number will be emailed to you when you SAVE the permit

Type characters from the Image: 

Applicant Name   
(If a person enter: LAST name FIRST)

Email Address

Alarm Address House#  Dir  Unit

Street Name (or Number and Dir)  Suffix (optional) none

ZIP Code none  ZIP+ (optional)  Premise Type none

Phone number format: (nnn)nnn-xxxx

Home Phone / Landline or Cell: (801)  Business Phone (801)  Extension

Alarm Co - Vendor ---none---  Alarm Co - Monitor ---none---

ACTIVE Check box to De-Activate:

Save Permit

- 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](mailto: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](mailto: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

Permit Entry Mailing Address Entry Contacts Entry

Only enter if the Mailing Address differs from the Permit Location.

Add a new ALARM Mailing Address - Required items are colored **ORANGE**

Type characters from the Image:  43DVg5

ATTENTION name

Street Address

City

State

Zip  Zip+ (optional)

OR  Mailing Address

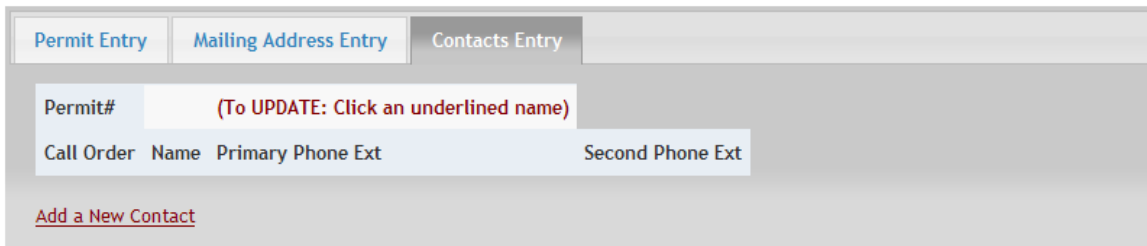
- Image. Enter the letter and numbers displayed in the blue box exactly as shown:43DVg5
- ATTENTION name. Enter the name of a person (first name then last name) and/or a department responsible for alarm permit notifications
- Street Address, City, State and Zip. This is the street address or P.O. Box 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.

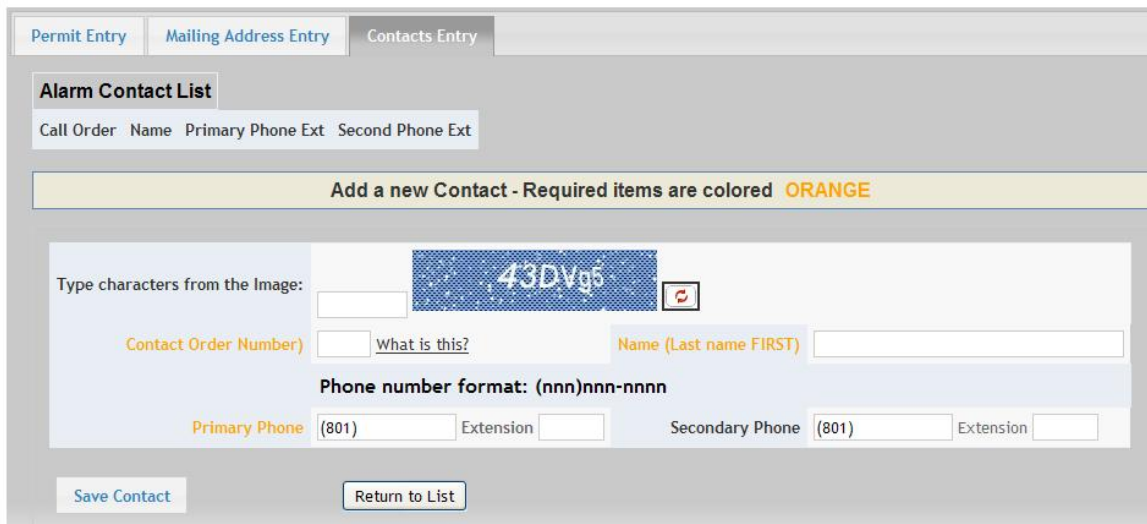
A *minimum* of one contact is requested. *No more than* three contacts should be entered.

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



The screenshot shows the 'Contacts Entry' tab selected. At the top, there are three tabs: 'Permit Entry', 'Mailing Address Entry', and 'Contacts Entry'. Below the tabs, there is a 'Permit#' field with a red note '(To UPDATE: Click an underlined name)'. A table header is visible with columns: 'Call Order', 'Name', 'Primary Phone Ext', and 'Second Phone Ext'. At the bottom left, there is a red underlined link 'Add a New Contact'.

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



The screenshot shows the 'Add a new Contact' form. At the top, there are three tabs: 'Permit Entry', 'Mailing Address Entry', and 'Contacts Entry'. Below the tabs, there is a section titled 'Alarm Contact List' with a table header: 'Call Order', 'Name', 'Primary Phone Ext', and 'Second Phone Ext'. A yellow banner reads 'Add a new Contact - Required items are colored ORANGE'. Below this, there is a CAPTCHA image with the text 'Type characters from the Image:' and a blue box containing '43DVg5'. There are input fields for 'Contact Order Number', 'Name (Last name FIRST)', 'Primary Phone' (with a '(801)' prefix), and 'Secondary Phone' (with a '(801)' prefix). There are also 'Save Contact' and 'Return to List' buttons.

- 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**
  - Correct any problems as indicated by Alert messages

- 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](mailto: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](mailto: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
  - a. Press **Delete**
  - b. Re-enter the information and **Save Permit**

If you continue to have problems, send an email for help to [alarmpermit@slcgov.com](mailto: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**

Permit Entry Mailing Address Entry Contacts Entry

**Add a New ALARM PERMIT - Required items are colored ORANGE**

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Type characters from the Image: 

Applicant Name  (If a person enter: LAST name FIRST) Email Address

Alarm Address House#  Dir  Unit

Street Name (or Number and Dir)  Suffix (optional) none

ZIP Code none  ZIP+ (optional)  Premise Type none

Phone number format: (nnn)nnn-xxxx

Home Phone / Landline or Cell: (801)  Business Phone (801)  Extension

Alarm Co - Vendor ---none---  Alarm Co - Monitor ---none---

ACTIVE Check box to De-Activate:

Save Permit

- At the bottom left select the **Check box to De-Activate:**
- Click on **Save Permit**.