Course Outline

Security Center Synergis (Access Control) Operator Training	
Code	SC-SOT-001
Duration	2½ hours
Target audience	Security Operators, Investigators, Managers
Prerequisites	None
Objectives	Upon successful completion of this course the participant will be able to: • Launch Security Desk access control tasks • Display and monitor access control entities • Respond to alarms • Use access control widgets • Create and manage cardholders • Manage visitors and their access to the facility • Investigate cardholder and visitor events • Investigate door and area events • Create/edit/display Security Desk Dashboards • Customize Security Desk Tasks & Options

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Topic	Description
Getting started 2 min – video only 5 min – video + exercises	• Course description • Security Center unified platform in action (1:50) • Student download package
Introduction to Security Center and the Security Desk 08:34 min – video only 13:44 min – video + exercises	• Introduction – what to expect in this training • System Overview: What is Security Center? o Simple, secure open global, modular • What is Config Tool and Security Desk? • Terminology used in Security Center • Logging in and off the Security Desk application • The Security Desk Home page - overview • Tasks (Common vs Video vs Access vs LPR) • Adding/removing tasks to/from the Favorites list • Searching for tasks

Working with access control operational tasks
28:25 min – video only
43:55 hour – video + exercises
	• The Monitoring Task for access control
	• Different parts of the user interface
	• Displaying entities in tile(s)
	• Camera / door widgets
	• Tile controls
	• Door state
	• Changing tile patterns
	• Fullscreen mode
	• Using Maps to view access control
	• Resizing, moving and pinning pop-up video windows
	   o Map controls
	• Cardholder management
	   o Create a cardholder
	   o Searching for a cardholder
	• Credential management
	   o Creating credentials
	   o Editing existing credentials
	   o Assigning temporary cards
	• Visitor management
	   o Adding a visitor
	   o Adding a returning visitor

Working with access control investigation and maintenance tasks
07:55 min – video only
13:20 hour – video + exercises
	• Investigation and Maintenance tasks
	   o Common features to all investigate tasks
	   o Common features to all maintenance tasks
	• The Cardholder investigation task:
	   o Search filters
	   o Results list
	   o Playback in a tile
	   o Save/export results list
	• The Visitor events investigation task
	   o Search filters
	   o Results list

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	○ Playback in a tile ○ Save/export results list - The Door and Area events investigation tasks: ○ Search filters ○ Results list ○ Playback in a tile ○ Save/export results list - Access Troubleshooter maintenance task ○ Door troubleshooter ○ Cardholder troubleshooter ○ Access diagnosis
Entity Monitoring, Alarms and Threat Levels 06:00 min – video only 06:00 min – video + exercises	- What are "events"? - What does "Monitoring" mean? - Monitoring specific entities - What is an "alarm"? - The Alarm Monitoring task - Alarm acknowledgment and other alarm widgets - Unpacking alarm tiles - Configuring the Monitoring task to show alarms - What is a "Threat Level"? - Threat Level notification icon - Activating/Deactivating threat levels - System wide vs area wide threat levels
Extra Security Desk Features and Customizations 11:14 min – video only 11:14 min – video + exercises	- Saving tasks - Send task to another user - Private vs public saved tasks - Saving layouts - What is a Hot Action? - The Hot Actions menu - Reusable vs manual hot actions - Executing, editing and deleting Hot Actions - What is a "Dashboard"? - Opening a saved Dashboard - Creating a new Dashboard - Configuring what to display on the Dashboard - Editing the Dashboard - Security Desk Option menu: ○ General ○ Keyboard shortcuts ○ Visual ○ Events ○ Alarms - Help – Keyboard shortcut to open - Help – Searching and navigating

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