

CoM False Alarm Management System

Corporate Portal: Registration Instructions

Step 1. Metro Alarms Office Creates a Corporate Account

Initially, corporate users must contact the Metro Alarms Office (MAO). The MAO creates the account and sends the details to the corporate contact. The MAO can then use the Permit menu to select the Corporate Account option in the False Alarm Management System (FAMS) to Manage Account or Manage Contact of the corporate account.

MAO Corporate Account Creation: Permit



FAMS City of Memphis, TN

Permit ▾ Incident ▾ Invoice ▾ Payment ▾ Cr/Dr Memo ▾ Appeal ▾ Reports ▾ Setup ▾ Change Password | Get Sta

Welcome

Permit	Reports
→ Add Permit	→ Permit Detail Report
→ Search / Edit Permit	→ Permit Status Report
→ Search / View Permit	→ Permit Expiration Report
→ Approve Permit	→ Online Permit Report
→ Manual Permit Reinstatement	→ Permit Alarm Company Report
→ Approve Permit Cancel Request	→ Permit Note Report
→ Alarm Company Transfer	→ Custom Fields Report
→ Corporate Account	→ Permit Merge Report
→ Permit Merge	

1.a. A Corporate Account is Not Present in FAMS

If a corporate account is not present in FAMS, the MAO can add a corporate account by clicking on Add and then using Manage Account or Manage Contact.

Manage Contact: Corporate Account Primary Contact

Corporate Account ✕

Corporate Account	PMAM		
Contact Information			
User Name *	<input type="text"/>		
Name *	<input type="text"/>		
Email *	<input type="text" value="john@gmail.com"/>		
Fax	<input type="text" value="XXX-XXX-XXXX"/>		
Phone	<input type="text" value="XXX-XXX-XXXX"/>	Ext.	<input type="text"/>
<input type="button" value="Add"/> <input type="button" value="Close"/>			

User Name	Name	Email	Fax	Phone	
pmam	Kunal Daud	kunald@pmam.com			Edit Delete Send login Info

! *Required field

MAO can also use Manage Account to link and unlink permits.

Manage Account: Link and Unlink Permits

Corporate Account

Corporate Account Information							
Corporate Account		PMAM					
Billing Information							
Name	PMAM TEST	Address	100 TEST ST, MEMPHIS, TN 39119				
Email		Fax		Phone			
<input type="radio"/> View Permit <input type="radio"/> View O/S Invoice <input type="radio"/> View Notes							
<input type="checkbox"/>	Permit Number	Name	Address	Permit Status	Phone	Start Date	End Date
<input type="checkbox"/>	500003	PM AM TEST PERMIT R	100 TEST ST A	Noncompliant - Cancelled		07/01/2025	06/30/2026
<input type="checkbox"/>	500004	PM AM TEST PERMIT C	100 TEST ST B	Compliant - Issued		09/25/2024	06/30/2025
<input type="button" value="Unlink Permit"/>		<input type="button" value="Link Permit"/>	<input type="button" value="Update Permit Renewal"/>	<input type="button" value="Back"/>	Show 10 Entries		

Corporate Account Billing Information

Add ✕

Corporate Account *	<input type="text"/>		
Billing Information			
Name *	<input type="text"/>		
Address *	<input type="text"/>		
City *	MEMPHIS, TN ▼		
ZIP Code *	<input type="text"/>		
Email	<input type="text"/>		
Fax	<input type="text"/>		
Phone	<input type="text"/>	Ext.	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

! *Required field

1.b. Send User Login Information

Once the corporate account is created, MetroAlarms@Memphistn.gov automatically sends an email thanking the corporate primary contact for registering. This email contains the username and password.