# Gallagher Access Operator Online Course - C892205

# Introduction

This outline details the structure and topics covered in the Operator training course developed for the online platform. The course flows logically and is designed to provide basic training and cover the fundamental skills necessary to operate a Gallagher system.

An Operator Training manual is provided as an additional reference for attendees. Training delivery comprises instructional videos, graphical illustrations and storyboards. The course concludes with a practical simulation to ensure learners gain "hands-on" practice in a safe learning environment

The Gallagher Operator online course is entirely centered on the Command Centre platform utilizing the latest version of software.

# Goals

At the completion of this training session, attendees will have the skills necessary to operate a Gallagher system and a working knowledge of:

- Command Centre
- Navigating Command Centre viewers
- Logon/logoff, help file and change password
- Cardholder Management
- MIFARE card assignment
- Cardholder contextual reporting
- The Alarm Viewer – Basic Event and Alarm Management
- The Monitor Site Viewer – Site management
- Status and Overrides

# Prerequisite Learning

- Be familiar with Windows operating systems.

- Have general keyboard and computer skills
- A general understanding of Access Control and security principals.

# Topics

- **Introduction – Using Gallagher Command Centre**
- **Logon**
  - Changing your password
  - Changing an expired password
  - Log off
  - Help Files
  - Using the Help File
  - Using the Toolbar
  - Buttons common to all tabs
- **Understanding Viewer Panels Tile**
- **Toolboxes for Viewer**
  - Using keyboard shortcuts
  - Toolbar shortcut keys
  - Viewer specific shortcut keys
- **Minimizing/Maximizing Tiles**
- **Cardholder Management**
  - Cardholder Search Information
  - Simple Search for Cardholders
  - Advanced Searching for Cardholders
  - Advanced Search Editing shortcut keys
  - Creating a Cardholder
  - Adding Cardholder
  - Cardholder Membership
  - Deleting a Cardholder
  - MIFARE Card Assignment
  - Cardholder Viewer shortcut keys
  - Tile Action shortcut keys
- **Contextual Reporting**
  - Door Report

- ◦ All Cardholder Report
- ◦ Simulated Cardholder Exercises
- **Alarm Management**
  - ◦ Quick Tips for using the Alarm Viewer
  - ◦ Alarm Viewer shortcut keys
  - ◦ Determining Alarm Priorities
  - ◦ Acknowledging Alarms
  - ◦ Acknowledging Multiple Alarms
  - ◦ Processing Alarms
  - ◦ Entering an Alarm Note
  - ◦ Door Open Too Long Alarms
  - ◦ Alarm Exercises
- **Monitor Site Viewer**
  - ◦ Monitor Site Viewer shortcut keys
  - ◦ Status Tile shortcut keys
  - ◦ Door and Access Zone Overrides
  - ◦ Multiple Viewer Panels – Camera tiles, URL tiles, Tag Boards
  - ◦ Simulated Site monitoring Exercises