**The New Property Template**

This is a template you can use to gather the essential information needed to setup a new account within SilverTrac Software. For more information on how to fill out this form you can [**watch this video.**](https://silvertrac.zendesk.com/hc/en-us/articles/202758778-The-New-Property-Template)

**The Basics:** Fill out the following section with your client’s contact information.

|  |  |
| --- | --- |
| **Company Name:** | **Web Address:** |
| **Main Phone:** | **Fax:** |
| **Address:** | **City:** |
| **State:** | **Zip Code:** |
| **Main Contact:** |  |
| **Other:** |  |

**Property Basics:** Fill out this section with the basic information for the property.

|  |  |
| --- | --- |
| **Property Name:** | **Address:** |
| **Main Contact:** | **City:** |
| **Main Contact Phone:** | **State:** |
| **Emergency Contact 1:** | **Zip:** |
| **Emergency Contact Phone:** | **Supervisor Phone:** |
| **Local Police Phone:** | **Dispatch Phone:** |

**Property Details:**

**1) Are there multiple addresses for this property? If so, please list the addresses below.**

**2) Are there multiple buildings on this property? If so, please list the building numbers below.**

**3) Are there multiple units/departments on this property? If so, please list the units and/or departments below.**

**4) Will you be reporting maintenance issues at this property?**

**5) Will you be reporting parking issues at this property?**

**6) Please list all relevant locations for this property below. NOTE: Locations are specific points of interest at a specific property or address. For example: Pool, Trash Area, Electrical Room, Etc. These will be used to provide additional detail to your reports.** [**Here is a quick video about locations.**](https://silvertrac.zendesk.com/hc/en-us/articles/202451375)

**7) Is this property part of a patrol route or group of properties? If so, what group or route?**

**Routine Patrols**: Please list all of the routine patrols that are currently completed at this property.

|  |  |  |
| --- | --- | --- |
|  | Area Patrolled (Zone, Location, Department, Floor, etc.) | Points of interest (What is the officer required to do?) |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |
| 7 |  |  |

**Scheduled Tasks:** Please list all of the scheduled tasks the officer is required to complete at specific times.

|  |  |  |
| --- | --- | --- |
|  | Task Name | Points of interest (What is the officer required to do?) |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |
| 7 |  |  |

**Security Issue Types**

Please list all of the security issues you will be reporting at this property. For example: Noise Disturbance, Trespassing, Vandalism, etc. Reference the existing post orders for specific items the client has requested. You may also reference past reports to see the incidents and issues that have been reported on this property before.

|  |  |  |
| --- | --- | --- |
|  | Issue Name | Priority Level (1-Critical, 2-Cautionary, 3-Routine) |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |
| 7 |  |  |
| 8 |  |  |
| 9 |  |  |
| 10 |  |  |
| 11 |  |  |
| 12 |  |  |
| 13 |  |  |
| 14 |  |  |
| 15 |  |  |

**Maintenance Issue Types** *(If Applicable)*

Please list all of the maintenance issues you will be reporting at this property. For example: Lighting Inspection, Water Leak, HVAC Issue, etc. Reference the existing post orders for specific items the client has requested. You may also reference past reports to see the incidents and issues that have been reported on this property before.

|  |  |  |
| --- | --- | --- |
|  | Issue Name | Priority Level (1-Critical, 2-Cautionary, 3-Routine) |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |
| 7 |  |  |
| 8 |  |  |
| 9 |  |  |
| 10 |  |  |
| 11 |  |  |
| 12 |  |  |
| 13 |  |  |
| 14 |  |  |
| 15 |  |  |

**Parking Issue Types** *(If Applicable)*

Please list all of the parking issues you will be reporting at this property. For example: Vehicle Not Registered, Fire Lane Violation, Overnight Parking, Obstructing Traffic, etc. Reference the existing post orders for specific items the client has requested. You may also reference past reports to see the incidents and issues that have been reported on this property before.

|  |  |  |
| --- | --- | --- |
|  | Issue Name | Priority Level (1-Critical, 2-Cautionary, 3-Routine) |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |
| 7 |  |  |
| 8 |  |  |
| 9 |  |  |
| 10 |  |  |
| 11 |  |  |
| 12 |  |  |
| 13 |  |  |
| 14 |  |  |
| 15 |  |  |

**Expected Users:** Please list all users associated with this property including officers, supervisors, dispatch, clients, etc.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | User’s First and Last Name | User’s Email Address | User’s Role (Officer, Supervisor, Client, etc.) | User’s 6-Digit Birthdate (for password) |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
| 6 |  |  |  |  |
| 7 |  |  |  |  |
| 8 |  |  |  |  |
| 9 |  |  |  |  |
| 10 |  |  |  |  |
| 11 |  |  |  |  |
| 12 |  |  |  |  |
| 13 |  |  |  |  |
| 14 |  |  |  |  |
| 15 |  |  |  |  |

**Supportive Documents:** Please include all documents listed below if possible when submitting this template.

· Post Orders

· Property Map

· Parking Rules

· Past Reports