



Beginning February 2018, RTC has added **USER NAMES** to its industry leading software, RTC Connect. Below you'll find feature details, instructions, and benefits.

OVERVIEW

Prior to February 2018, customers accessed RTC Connect by entering an Agency Name and Password, which RTC created and shared with the customer. Multiple people within the agency used the same Agency Name and Password. Agency Names and Passwords could not be changed and additional log-in credentials could not be created.

With the new **USER NAMES** feature, RTC will continue to create and share an Agency Name and Password with each agency that will continue to work as they did previously. However, customers can now create **USERS** within RTC Connect to allow for individual log-in credentials, increased security and control, and other developing features.

Note: You must be using RTC Connect Version 2.26 or later for the **USER NAME** feature.

INSTRUCTIONS

To create **USER NAMES**:

1. Log in to RTC Connect using the Agency Name and Password (given by RTC).
2. Click "Utilities", then click "Edit Users", and finally click "Add New User".
3. Create a user name by entering an e-mail address in the "User Name" field.
4. Create and enter a password into the "Password" field. This is the password that will be used when the new user logs in.
5. Enter the first name and last name of the user, as well as any Guardian Alert information that you would like for this user. This information can be entered and/or edited at a later time.
6. Click "Save." Repeat Steps 1-6 for any additional users.

FEATURES & BENEFITS

- Having multiple **USER NAMES** gives managers greater control over who is accessing RTC Connect and what they are doing.
- RTC Connect can log and report specific actions based on **USER NAME**, which makes it easy to find out who did (or didn't) perform an action like issue an Override Command or edit a Day Plan.
- **USER NAMES** can be set up to receive Guardian Alerts via e-mail or text message at user-definable times.
- **ON THE HORIZON**: RTC is developing the ability to assign **USER NAMES** "permissions" to perform (or not perform) certain tasks like editing the calendar, manually turning flashers on or off, and creating new Locations. Stay tuned for additional updates.