

# Alarm Systems Licensing Board

## Director's Message

It is an exciting time at Private Protective Services (PPS) as we prepare to implement new technology solutions. Specifically, PPS has partnered with Permitium to implement an online system for licensing and registration. This new system will eliminate the need for paper applications, which will increase efficiency and make it easier for our employees and industry members to process licenses and registrations.

We appreciate your patience as we all adapt to this new way of doing business. Once fully implemented, I am certain that the new online process will ease the registration and licensing process for all involved.

I am excited to join Private Protective Services as the director and look forward to working with all of our stakeholders as we serve and protect the public!

Respectfully yours,

Brian R. Jones, Director



### [In This Issue](#)

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Director's Message

Replacing PPS2000

Who is Permitium?

Migrating to PPSM

What Does This Mean to Me?

Migration Schedule

Training Schedule

Next Steps

### [Special Points of Interest](#)

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Mastering Your Company  
Dashboard

Creating an Application

Where Do I Go for Help?

## Replacing PPS2000

PPS introduced PPS2000 almost two decades ago (1999) and the application has served us well throughout the years.

The screenshot shows a web-based application interface with several tabs: 'Complaints', 'Sponsors/Associates/Trainees', 'Individual Information', 'Address Information', 'Registrations', 'Licenses', 'Certifications', 'Endorsements', and 'Employment'. The 'Address Information' tab is active, displaying fields for 'Start Date', 'End Date', 'Supplemental Line', and a detailed address form with fields for '#', 'Dir. Prefix', 'Street Name', 'Suffix', 'Dir. Suffix', 'Secondary Unit', 'City', 'State' (with 'NC' selected), 'Zip', 'County', and 'Country'.

Although departing from PPS2000 has been met with mixed emotions, we understand technology has moved forward by leaps and bounds. Just consider, here's all the tech that wasn't around when we implemented PPS2000:

**Blackberry -1999 > TIVO - 1999 > Bluetooth -1999 >  
Text-Messaging - 2000 > Toyota Prius - 2000 > GPS Enabled Devices - 2000 >  
Apple iPod - 2001 > Wikipedia - 2001 > Napster - 2001 > WI-FI - 2003 > Microsoft X-Box Live - 2003 >  
Genome Sequencer - 2003 > YouTube - 2005 > Google Maps - 2005 >  
Nintendo Wii - 2006 > Facebook - 2006  
Apple iPhone - 2007 > Android - 2008 > Kindle - 2008 >**

### Who is Permittium?

"Ten years ago a small group of friends got together and started building web-based enterprise document management and workflow management software for the government marketplace. We created Permittium to focus solely on providing cloud-based, document-centric, niche solutions to the Sheriff and Register-of-Deeds marketplace.

Our mission was simple – provide innovative document-centric solutions through innovative funding methods. With this business model in place, Permittium has grown quickly and we are adding new counties daily!"



## Some of the Benefits of PPSM

PPSM gives companies the power to initiate and track changes. **As a QA you will be able to: have the ability to add a designee to a BPN (to be approved by PPS) or remove the designee in the application instantly.**

Instead of writing applications by hand, mailing or bringing them to the office, **you will be able to: enter an application in the PPSM application.**

In place of sending the photos of applicants via email, **you will be able to: attach a photo to the application (jpg, pdf, gif, etc.) without wondering if we received it via email.**

Prior to PPSM you had to calculate the fees owed, hoped you got it right, and did not receive a receipt for fees paid. **With PPSM: the software will automatically calculate fees owed, you will pay fees online (using a credit/debit card, P-card, or ACH Check), and receive a receipt for those paid fees.**

Previously, when you needed a copy of your rosters or a report, you'd have to call to the PPS/ASLB office. **You will be able to: query your own rosters/reports. They are available for viewing on the screen and you can export to Excel!**

Previously, if you wanted to know the status of a registration, you would have to call into the PPS/ASLB Office. **You will be able to: review the status of your registrations in your company dashboard.**

Terminations just got easier. Previously, you had to email termination reports to the PPS/ASLB office. **You will be able to: terminate employees in the company dashboard. Terminate and rehire their own employees without waiting for PPS staff to do it.**

## What's Next?

### The Initial Email

In order to receive your login information, we must have each qualifying agent's email address. **Please email PPSM@ncdps.gov and provide your company's name, Business Permit Number(s) (BPNs), the Qualifying Agent's name, and a telephone number where you can be reached.**

You will receive a welcome email from Permitium. This email will contain the application URL, your username and password to access your company dashboard. It will also contain the training URLs.

### Logging In

Next, you will go to the application URL, use the username and password provided to access your company dashboard.

### Completing Your Profile

Once you have accessed your company dashboard you will need to update your company profile.

### Checking Your BPN Numbers

Make sure that all of the BPNs under your profile are correct and complete. If they are not, please contact the Permitium helpdesk.

### Adding Your Designees

Before your company can enter applications into the system you will need to add designees to your profile.

### Reviewing Your Roster

You will need to compare the roster in the new system against the information on file with your company.

### Creating Applications

Choosing and filling out a registration application has been streamlined into an online form where you will supply information, add attachments, and save work in progress if needed.

### Submitting Applications

Once an application is ready to submit to PPS, you will receive a total of the amounts owed for the transaction and a checkout process that will accept credit cards, debit cards, procurement cards, and ACH checks.

## Project Rollout Schedule

Definition: *Phased rollout projects contain isolated phases that implement similar results over time in varied locations, and/or successive iterations of results in the same location.*

### Phase I

#### Registration – November 1, 2017

The Phase I Rollout will include:

- The PPS Company Dashboard
- The ALSB Company Dashboard
- ASLB Registration Staff Processing Portal
- PPS Registration Staff Processing Portal

### Phase II

#### Licensing

The Phase II Rollout will include:

- The PPS Licensee Dashboard
- The ALSB Licensee Dashboard
- ASLB Licensing Staff Processing Portal
- PPS Licensing Staff Processing Portal

### Phase III

#### Migration of Individual and Company Information into Interface

- Completion of the migration of PPS2000 data into the PPSM application where it will be accessible by the PPS/ASLB staff.
- Retiring of the PPS2000 application and database.

## Training Schedule

Please join one of the following virtual meetings from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/778977813>

Dial in using your phone:  
United States: +1 (646)  
749-3131

Access Code:  
778-977-813

### Online Webinar #1

Tuesday, Oct. 17, 2017  
Time: 2:00 – 3:00 PM

### Online Webinar #2

Thursday, Oct. 19, 2017  
Time: 2:00 – 3:00 PM

### Online Webinar #3

Monday, Oct. 23, 2017  
Time: 2:00 – 3:00 PM

### Online Webinar #4

Wednesday, Oct. 25, 2017  
Time: 2:00 – 3:00 PM

Additional training resources:



**CHANNEL**

[https://www.youtube.com/channel/UCQz0MV-mLcHho4Ic\\_YZ5JEA](https://www.youtube.com/channel/UCQz0MV-mLcHho4Ic_YZ5JEA)

## Company Dashboard Main Menu

NC PPSB Dashboard Orders Registrants Company User Signed in as: sjs1589 for office: 000477P5M Logout

Orders

Export Orders

Status: Open Type: All BPN: All User: All

Search Orders

x Search

Count: 103

Order Status	License Type (Product)	Order #	Applicant	Created	User Type	User	BPN	Actions
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**PHOTOS: The photos in our legacy system PPS2000 will not be merged into PPSM. Therefore all companies will have to upload photos for all applications types for a period of time, even if you have submitted a photo to PPS in the past for an applicant. This means the photo upload will be a requirement in PPSM.**

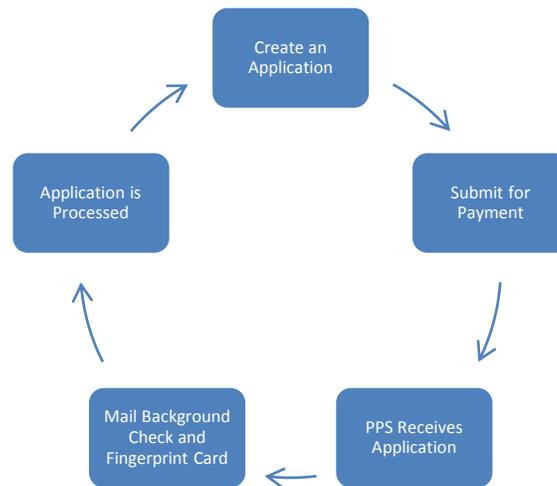
## Rosters

### For applications being processed by PPS:

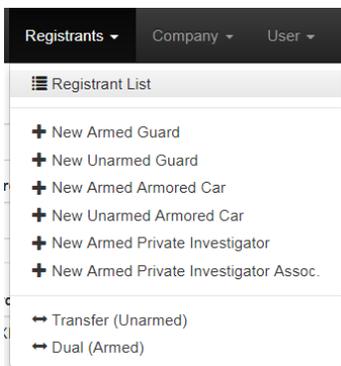
- A new option is the “Orders” page that lets you view and see the status of all your “orders” (which will be the term used for any of your new hire apps, renewal apps, transfers apps, and so on that are waiting on PPS approval).
- On the “Orders” page you can see in real time the status of any application, be it a new hire, renewal, transfer, or duplicate, and can check as often as one wishes.
- On the Orders page you can filter down even further and look for only specific type of apps. Some examples of filtering options are: **Open** (for apps that have been saved but not ready for submission to PPS), Payment Received, Order Approved, Application Started, Review Requested, Order Denied, Order Cancelled, and there are other options, or one can look under **All**, and be able to look at and review all our “Orders” (of applications submitted).
- If the Licensee/QA has multiple offices (BPNs), the Licensee/QA can now view the aforementioned categories for each BPN. Designees can also review and filter with the same options for their specific BPN.

### For information on your active and inactive guards:

- With the active and inactive guards (those that have been termed under your license and BPN), this information is found under the “Registrant” section. By clicking on the “Registrants List” tab, you can view your list of guards that have been approved either having an active guard card or had an active guard card under your BPN, and those are now listed as “inactive” on this list.
- Part of the new filtering capabilities will allow you to separate (filter) the inactive and active to have a better view of guards and current status and count.
- The new system is capable of giving you the options (to a specific guard in their current status) to **renew, duplicate card request, terminate, late renewal** depending on their current status.
- Another option concerning only the active guards on this list will allow you to further filter the list to reveal who is coming up for renewals within the next 90 days.
- With some inactive guards found on your “registrants list,” you’ll be able to process their rehire if they are within the allowed timeframe of their card expiration status.
- One can filter the “registrants list” to either **active, inactive, pending renewal, or late renewals, or All**, and as on the “Orders” page, the Licensee/QA can filter through their different BPNs, as can the designee for the BPN (s) they are assigned to.
- Under the PPSM system the Licensee/QA or Designee for their assigned BPN can terminate and rehire without having to send paperwork to the PPS offices.
- On any of the “Orders” and “Registrants List” pages you can also export the roster from the Permitium website (dashboard), into an Excel spreadsheet on your computer, and once there you can further customize your roster to your needs.



## 1- Creating an Application



Applications will be accessed through your company dashboard.

- STEP 1.** Go to the Registrants dropdown list.
- STEP 2.** Choose the application type.
- STEP 3.** Fill out the Application.

### Convenience Fees

**Application submission** requires a \$4 convenience fee and a credit card transaction fee.

## 2- Submitting Application for Payment

Once you have successfully completed filling out the application:

- STEP 1.** Click on the Submit for Payment Button.
- STEP 2.** Proceed through the payment screens using a credit card, P-Card or ACH check.

## 3- Submitting Background Check

PPSM is set up to automatically process ASLBCheck.com background checks within the application using their unique token and the applicant's social security number. You can still attach an electronic copy of a background check to the application for submission for NC address history.

## 4- Fingerprint Card

Fingerprint cards and the fingerprint authority for release of information forms will still be required to be mailed to Private Protective Services – 3101 Industrial Drive, Suite 104; Raleigh, NC 27609

## PPSM Technology Requirements

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### System Requirements

Desktops, Laptops and tablets with access to the Internet are all that is required to access the PPSM Web Application.

### Internet Connection

PPSM is available using Ethernet cord connection or Wi-Fi connection to the Internet.

### Browser Requirements

*In order of preference:* Google Chrome, Firefox, Opera, Internet Explorer and Safari

## Where do I go for Help?

### Licensing & Registration Questions

For questions about licensing and registration, please call Private Protective Services at 919-788-5320 and listen to the directory options.

### Permitium Software Questions

For Permitium technical support assistance, please call 855-642-2453 or email [help@permitium.com](mailto:help@permitium.com).

### North Carolina Private Protective Services

3101 Industrial Drive, Suite 104  
Raleigh, NC 27609

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