Getting Started with Connected Life Safety Services (CLSS)

1) **Administrator clicks on "Request Access"** to CLSS through https://www.fire.honeywell.com - desktop Chrome browser
    a. Owner/authorized agent electronically signs **the CLSS Framework Agreement**
    b. Customers can expect one basic administrator license and 250 tokens deposited in their account at no charge. Via a welcome email with user ID followed by second email with temporary password

2) **Administrator:** completes self-paced online training modules to learn how to onboard customers and users, and associate users with licenses. Training modules are located under ⓘ in the upper right-hand Navigation bar.

3) **Download -** the Connected Life Safety Services application to phone.
    - **Apple Store**
        - https://apps.apple.com/us/app/connected-life-safety-services/id1469006899
    - **Google Play Store**
        - https://play.google.com/store/apps/details?id=com.honeywell.fire.crs&hl=en_US

4) **Purchase Tokens in CLSS – Under "Manage Tokens"**
    a. **HCR-TOKEN –** 5,000 Token bundle via a la carte (.15 per token) - $750
    b. **CLSS-TOKEN-SUB –** 30,000 Tokens bundles or greater (.12 - .095 per token) with monthly payment plan option

4) **Purchase the CLSS Gateway & Kit- Submit Purchase order to fire.orders.us@honeywell.com**
    a. **HON-CGW-MBB** – CLSS Gateway - List Price $555
    b. **50160636-001 –** Includes 30" NUP cable and lock and key set – List price $60 (Recommended)
    c. **CCM-ATT-HON** – CLSS Cell Module for ATT – List $249.00 (OPTIONAL)
    d. **CCM-VZ-HON** – CLSS Cell Module for Verizon – List $249.00 (OPTIONAL)

5) **Training Complete Self-paced training modules:**
    Administrators have admins and technicians complete the self-paced online training under ⓘ in the upper right-hand navigation bar within Site Manager
    - CLSS Documents are located on the Notifier Website click here.

6) **Purchase On-boarding Support with tokens** (account can go negative in tokens)
    a. CLSS Administrator purchases the CLSS On-Boarding Support
        - Under the dropdown menu at the top right under your name and click on "Manage Access"
        - Click on "Entitlements" => "purchase" => Select qty 1 for onboarding support fee => "Purchase"
        - Onboarding support fee triggers the Customer Success Manager to reach out proactive to schedule a kick-off call to walk through the 5-step onboarding process.
        - eVance and facility manager only customers will be refunded the 100% of the onboarding support fee.

7) **CLSS Technical Support:** Technical Support Information

Technical Support:	**Email**	**Phone**
US	CLSS.tech@Honeywell.com	800-289-3473 -> Option 1