USER GUIDE

CORTEX — client account

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In the client account the property owner sees the status of their sites, arms and disarms them and browses the event history — in a web browser, with nothing to install.

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1 Which portal is yours

The portals work in a web browser; nothing needs to be installed. Your login and password are created by the administrator; the same credentials also work in the Defendex mobile app.

Who you are	Your portal	Address
Client (property owner)	Client account	client.cortex.eu
Monitoring centre (ARC) operator	Operator console	pco.cortex.eu
Installer	Installer portal	installer.cortex.eu

2 Signing in

1. Open the address of your portal.
2. Enter your **login** and **password** → “Sign in”.
3. If you see “no permission…”, you have opened a portal for a different role — check the address.

> If the browser shows an old page or buttons do not respond, reload with Ctrl+Shift+R or open the page in a private window.

3 “Sites” tab

- At the top — a summary: number of sites, how many are armed, whether a battery is low.
- Each site card shows its status: **Armed** / **Disarmed** / **Alarm** / **No connection**.
- **Arm** and **Disarm** buttons control the security system.
- Click a site to expand its **zones**.

4 “History” tab

Events of your sites with filters: **All** / **Alarms** / **Arming** / **Disarming**.

> You see and control only your own sites: another customer’s site can be neither shown nor armed or disarmed.

5 Password

Change your password (if you know the current one): after signing in, press 🔑 in the top right corner → current and new password → “Change password”.

Forgot your password:

1. On the sign-in page press “Forgot password?”.
2. Enter your login or email and choose where to send the code: email, Telegram or both.
3. Press “Get code” — you will receive a 6-digit code valid for 15 minutes.
4. Enter the code and a new password → “Reset password”, then sign in with the new password.

> The code arrives only if your profile has an email or Telegram. For a code in Telegram, message the bot @MyDefendexBot once. If no code arrives, the administrator can set a new password for you.

6 Troubleshooting

For access and account questions, contact your administrator.

Problem	What to do
“Wrong login or password”	Check the keyboard layout and Caps Lock. Forgot it — “Forgot password?” or the administrator.
“No permission…”	You opened a portal for another role — see the table in section 1.
I cannot see my sites	Your sites have not been assigned yet — contact the administrator.
Old page, buttons do not respond	Ctrl+Shift+R or a private window.