USER GUIDE

CORTEX — monitoring centre operator portal

Edition: 11.2026 · pco.cortex.eu

In the operator portal the monitoring centre (ARC) operator handles alarms, sees the status of sites, arms and disarms them, follows the event log and views reports. Works in a web browser.

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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 “Alarms” tab

The alarm queue: **Active / New / In progress / Handled**. A new alarm plays a sound and flashes.

1. Press **Accept** — the alarm goes “in progress” and is assigned to you.
2. Deal with the situation.
3. Press **Close** and enter a mandatory comment with the outcome (quick templates are available).

4 “Sites” tab

The status of each site (**Armed** / **Disarmed** / **Alarm** / **No connection**) and **ARM** / **DISARM** buttons.

5 “Log” tab

A live feed of all events, colour-coded by type.

6 “Reports” tab

KPIs, alarms per day, most active sites, average response time.

> An operator sees only the sites assigned to them; an administrator sees all sites.

7 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.

8 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.