

## DC Customer Service Account Rep Matt Williams

240-565-4833 (Cell)

[mawilliams@datawatchsystems.com](mailto:mawilliams@datawatchsystems.com)

- Direct Access Training
- System Review
- New Account Setup
- On-Site Support

## DC Regional Account Manager Kia Matthews

240-793-5352 (Cell)

[kmatthews@datawatchsystems.com](mailto:kmatthews@datawatchsystems.com)

## 24/7/365



### Programming Department: 301.280.4300

[programming@datawatchsystems.com](mailto:programming@datawatchsystems.com)

- Modify hours door(s) are locked and/or monitored for alarms
- Special door programming and holiday requests
- System troubleshooting



### Monitoring Center: 301.654.3282, 1.800.899.9872

- Place system on test

## DEPARTMENTS



### CardKey Department: 301.280.4310

[cardkey@datawatchsystems.com](mailto:cardkey@datawatchsystems.com)

- Activate/deactivate/modify access cards
- History reports (who used card when)
- Card holder reports
- DirectAccess



### Service Department: 301.280.4346

[service@datawatchsystems.com](mailto:service@datawatchsystems.com)

- Schedule a visit from our service technician



### Customer Service: 301.280.4357

[helpdesk@datawatchsystems.com](mailto:helpdesk@datawatchsystems.com)

- Update call list for alarms
- Alarm history reports



### Sales Department: 301.280.4460

[dwsales@datawatchsystems.com](mailto:dwsales@datawatchsystems.com)

- Quotes for additional equipment
- Renewal contracts
- COI's

Scan for a List of  
Alarm Definitions



Did you know you can manage your cards and fobs through the DirectAccess online portal or our DirectAccess App? For more information go to:

[www.datawatchdirectaccess.com](http://www.datawatchdirectaccess.com)