Creating a New Alarm.com Account

**IMPORTANT!**
Customer account creation should be completed at least **1 hour prior to installation** in order to give the Alarm.com Wireless Module time to turn on and become integrated with the wireless network.

**Customer Account Creation Process:**
1. Check Wireless Coverage
2. Create a Customer Account
3. Account Creation Wrap Up
4. Final Steps

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**Required Before You Begin:**

1. **Check Coverage**! Check coverage for the customer’s address using the [Dealer Website](#) before installation. Make sure to use the *exact* address!
2. Alarm.com Wireless **Module Serial Number** (e.g. 35323900xxxxxx, 01122700xxxxxx, 01119500xxxxxx)
3. **Master User Code** (This will be shown to the customer on the Alarm.com website)
4. **Installation Instructions** for the Alarm.com Module (Can be found in the [Support Tools](#) link under the Support Help menu)
5. **Customer Email Address** (Please make sure it is the correct address)
6. **Customer’s Requested Login Name** for the Alarm.com website. (We strongly recommend that you have this; otherwise you will need to have Alarm.com assign one for your customer, or you will need to assign one yourself.)
7. **If you are using Central Station Forwarding**, you must register your Central Station *before* you begin the customer account creation process. To register a Central Station, click on the ‘Central Stations’ link under the Dealer Settings menu.

Next click “Register a Central Station,” and follow the on-screen instructions to complete the process.
Customer Account Creation Process

1. Check Wireless Coverage
Before setting up a new Alarm.com customer account, it is very important to check wireless coverage at the location where the system will be installed. In order to check wireless coverage, please do the following:

1. Click on the ‘Check Coverage’ link under the CUSTOMERS menu on the top left of the screen.

2. Enter the customer’s full address to get the most accurate result.
   ➔ Checking coverage will tell you which partner GSM carrier provides the best wireless coverage at the installation location.

2. Create a Customer Account
Once you have verified that there’s coverage at the location, click on the ‘Create New Customer’ link under the Customers menu on the top left of the screen.
STEP 1: Customer Information

Enter the customer’s account information. Then click “Next.”

<table>
<thead>
<tr>
<th>Dealer Customer ID:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>* First Name:</td>
<td></td>
</tr>
<tr>
<td>* Last Name:</td>
<td></td>
</tr>
<tr>
<td>Company Name:</td>
<td></td>
</tr>
<tr>
<td>* Street 1:</td>
<td></td>
</tr>
<tr>
<td>Street 2:</td>
<td></td>
</tr>
<tr>
<td>* City:</td>
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<td>* State:</td>
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<tr>
<td>* Zip Code:</td>
<td></td>
</tr>
<tr>
<td>* Phone Number:</td>
<td></td>
</tr>
<tr>
<td>* Email:</td>
<td></td>
</tr>
<tr>
<td>* Re-Enter Email:</td>
<td></td>
</tr>
</tbody>
</table>

➤ NOTE ** A warning will appear if you have not yet registered a Central Station**

<table>
<thead>
<tr>
<th>WARNING: No Central Station Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is no Central Station registered to Security Dealer, Inc. Click here to register a central station.</td>
</tr>
</tbody>
</table>

You can continue with Account Creation, but you will not be able to set up central station forwarding for this account until a central station has been registered.

STEP 2: Create Customer’s Login

Enter the customer’s Login preference in the text box. Then click “Next.”

➤ If the Login selected is not available, you will see the message: “Invalid: That login is not available.” Select another Login. If the customer has not requested a specific login, click “Automatically Generate Login Name.”

<table>
<thead>
<tr>
<th>* Desired Login Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>- or -</td>
<td></td>
</tr>
<tr>
<td>Automatically Generate Login Name</td>
<td></td>
</tr>
</tbody>
</table>
STEP 3: Customer System Location

Enter the address and time zone of the location where the system will be installed. Then click “Next.”

STEP 4: Panel Information

Enter the Control Panel and Alarm.com module information. Then click “Next.”

- **Panel Type** (Simon, Simon XT, Concord, NX, or 2GIG)
- **Master User Code** (this can be changed on the panel/website after account creation)
- **Modem Serial #** shown on the module’s label (e.g. 35323900xxxxxx, 01122700xxxxxx, or 01119500xxxxxx).
STEP 5: Select a Service Plan

Select the service package and check any additional features to create a customized service plan for the customer. Then click “Next.”

STEP 6: Central Station Forwarding

All Alarm.com service plans include the ability to forward alarms to the Central Station. If you do not plan to use Alarm.com to forward signals to the Central Station, choose “Never” from the dropdown menu to disable this feature.
Once you establish whether Alarm.com will be used as the primary or backup means of communication on the account, enter the central station account number and receiver number, and select the events to be forwarded to the Central Station.

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NOTE: If the Central Station Phone Number you are looking for is not shown, click on the ‘Central Stations’ link under the Dealer Settings menu, then select “Manage Central Stations” from the on-screen menu. Click “Add a Central Station Phone Number,” and enter the required information.
Step 7: Review and Edit Information

After you have finished entering all the information required to create an Alarm.com customer account, review all of the information to make sure it is correct. If you need to make any changes, click on the ‘Edit’ link in the corresponding section. Once you have verified that all the account information is correct, click ‘Create Account’ at the bottom of the page.
**NOTE:** At the end of the page, there is an option to use the “Default Customer Notifications” for the new account. You are able to create a default set of notification rules in advance, and then apply those defaults when you create a new account. This is a convenient way to set up basic notification rules for your customers. The customer can always customize his notification rules later, without impacting your saved defaults.

To select the default notifications that your customers will receive, click on ‘Customer Notifications’ under the Dealer Settings menu. Note that changes made on this page only affect default settings for NEWLY created accounts and will not affect any notification rules set up by your existing customers.

**Default Notification Subscriptions**

Please select the notification subscriptions to be used by Alarm.com as the default settings for your customers.

The below system event notifications will be sent to the primary email address of new accounts unless you disable the "Use default notifications" option during account creation. The customer can unsubscribe at any time through the customer website.

**Which events should trigger notifications?**

- Alarms
- Arming (any user)
- Disarming (any user)
- Power Failure
- Power Restored
- Low Battery
- Bypassed

[Save]
3. Account Creation Wrap Up

Now that you have successfully created the customer account, there are only a few more steps before you are ready to install the Alarm.com Wireless Module at the customer site.

• Click ‘View & Print Welcome Letter.’ The Welcome Letter contains the customer’s login and password and instructions on how to log into Alarm.com for the first time.

• Give a copy of the ‘Welcome Letter’ to the customer at time of installation.

<table>
<thead>
<tr>
<th>Account Creation Successful!</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have successfully created an Alarm.com account for John Smith.</td>
</tr>
<tr>
<td>Click the link below to print a Welcome to Alarm.com letter to give to John Smith when the system is installed.</td>
</tr>
<tr>
<td>(We recommend that you also print a duplicate for your own records.)</td>
</tr>
</tbody>
</table>

4. Final Steps

Before you install the Alarm.com Wireless Module at the customer site, we recommend that you do the following to help ensure a smooth install:

• **Check the Modem Serial Number:** Verify that the correct Alarm.com module is being installed. It is very important that the serial number entered during account creation matches the serial number of the modem installed with the panel. Please compare serial numbers carefully. Look at the serial number on the Alarm.com module; not what’s printed on the box.

• **Wait at least 1 hour after account creation before installing the module:** This will allow the module to become integrated with the wireless network. The process begins automatically as soon as the account is created.