Knowledge Base
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Add a new monitoring station to your Business Profile

Alarm.com accounts can either be self-monitored or configured for professional monitoring services with a monitoring station.

Many monitoring stations have been previously registered in the Alarm.com database and can be readily associated with your *Business Profile* - this is the first step in assigning a monitoring station to customer accounts. The *Add Monitoring Station* tool allows you to view the forwarding methods, advanced features, and integrations each monitoring station supports so that you can find the monitoring solution that aligns with your business and customer needs.

For additional information, see:

- [Can a customer have a self-monitored account?](#)
- [Monitoring Stations - Frequently Asked Questions](#)
- [What features and integrations do monitoring stations support?](#)

For more information about a specific monitoring station's services, contact the monitoring station.

To add a monitoring station to your Business Profile:

1. Log into the Partner Portal.
2. Mouse over *My Business*, then click **Monitoring Stations**.
3. In *Monitoring Stations*, click **Add Monitoring Station**.

   Note: If a monitoring station has not yet been added to the account, the search box will automatically appear in the *Monitoring Stations* menu. If this is the case, proceed to step 5.

4. Enter the name of the desired monitoring station, then click **Search**. Select a current monitoring station searching by name, receiver number, or country.

Add Monitoring Station

Name or Receiver Number	Country	States
	USA	53 Selected
Supported Features	Supported Integrations	Supported Forwarding Methods
Select Options	Select Options	Select Options

☐ Show results that support all integrations and features selected ⓘ

SEARCH

- ◦ Many monitoring stations are already loaded in the database and can be selected by conducting a search.
- ◦ If results are found, click **Select** to associate that monitoring station to your Business Profile.
- ◦ If the monitoring station being searched for is not found, click **Click here to Register a New Monitoring Station** below the search results.
  - ▪ Use the form on this screen to register the monitoring station with Alarm.com. Once the form is completed and submitted, it takes 1-2 business days for the monitoring station information to appear on the website.

- ◦ To use Two-Way Voice, the monitoring station must support this feature. A monitoring station's ability to do Two-Way Voice is noted in the second to last column when searching. For more information on setting up Two-Way Voice, see Alarm.com Two-Way Voice.

5. Once the monitoring station is successfully registered, monitoring station receivers can then be configured. Alarm.com uses the monitoring station receiver configuration when forwarding alarm signals to the monitoring station.

   During customer account creation, it is required to specify the receiver and monitoring station account number that Alarm.com will forward signals to. Each customer is assigned a unique monitoring station account number so the monitoring station is able to identify the source of the alarm.

   For information about adding receivers, see the user guides in Monitoring Station Management.