
How to create an Alarm.com customer account

Before account creation:

Important: Create the customer account at least 1 hour before installing the system. This allows the module to become integrated with the Alarm.com network.

1. If the account is forwarding signals to a monitoring station, verify the monitoring station is registered before beginning the customer account creation process. For more information about registering monitoring stations, see [Add a new monitoring station](#).
2. Find the serial number or IMEI for the Alarm.com cellular module to be installed in the customer's security system.
3. Collect the customer's information, including:
 - Property type
 - Full name
 - Email address
 - Phone number
 - Language preference
 - Address (including street address, city, state, zip code, and time zone)

Note: Service providers can create accounts for customers in any state, but restrictions based on country may apply.

4. Collect the customer's desired login name for accessing Alarm.com through the Customer Website and app. If the customer does not have a preferred login name, one is suggested during the account creation process.

Customer account creation process

The customer account creation process is completed on the Partner Portal. If the customer account creation process is left before completion or there is a session timeout, users have the option to continue the process rather than starting over from the beginning. To resume an incomplete account creation, follow the procedure to begin creating a new account, then click **Continue On This Customer**.

Important: Once the customer account creation process is completed, customers with security system accounts will not be able to log into the Customer Website or app until the panel has started communication with Alarm.com.

Begin the customer creation



To begin creating a new customer using the Partner Portal:

1. Log into the Partner Portal.
2. Mouse over *Customers*, then click **Create New Customer**.
3. Click **Create Customer**.

Account Creation

-  **Create Customer**
Create a customer account for today's installation. You will be charged once the customer is created. Install the account once the customer has been created. >
-  **Activate Commitment**
Create a customer from a preconfigured Commitment. All information will be transferred from the Commitment to create the customer. Enter in the Serial Number and we'll take care of the customer creation. >
-  **Create Commitment**
Store customer information ahead of time for a quick installation. You will not be charged until the Commitment becomes a customer. Each commitment is given a Commitment ID for a fast installation. >
-  **Create Virtual Customer**
Simulate a real system when demoing functionality to a customer. Ensure you're up to speed with the Alarm.com feature sets. >

To begin creating a new customer using the MobileTech app:

1. Log into the MobileTech app.
2. In *Customers*, tap **Create**.
3. Tap **Create Customer**.

Choose the account type

Select the customer account type (i.e., *Security System* or *Standalone Video*), then click **Next**.



Please select the type of customer account you would like to create.

Security System

Select for any account that is going to include a control panel.

Standalone Video and/or Standalone Access Control

Select for accounts that will only include Alarm.com's IP video and/or access control solutions (no intrusion security panel).

Automation and Awareness

Select for non-security accounts.

Note: The following warning appears if a monitoring station has not yet been registered.

▲ NO MONITORING STATION OR RECEIVER NUMBER REGISTERED

There is no Monitoring Station registered to NC-CORE CLS Demo. [Click here](#) to complete registration.

You will not be able to set up monitoring station forwarding for this account until a monitoring station has been registered. If this security account is self-monitored with no forwarding to a monitoring station, continue by selecting "Next" below.

Enter the customer information

If the current dealer account has multiple linked logins, verify the customer account is created under the correct dealer. If the dealer that the customer is created under needs to be changed, use the *Switch Dealer* dropdown menu to select the desired dealer.

This customer will be created under dealer: Demo Dealer

Switch Dealer: (select) ▼

Enter the customer's contact information, address, and any relevant additional information, then click **Next**.

Note: The customer name entered on this page cannot be edited after the account has been created.



Customer Information

Please enter the customer information for the primary contact on this account.

Note: The name entered for the customer on this page cannot be edited after the account has been created.

* Required

This customer will be created under dealer: Demo Dealer

Switch Dealer: (select) ▼

Account

Sub-Dealer: No Sub-Dealer

Property Type: * (select) ▼

Install Type: Professional Install ▼

Customer

First Name: *

Last Name: *

Email: *

Re-Enter Email: *

Phone Number: * Home ▼

System Description: ?

Language Preference: * English ▼

This customer was referred to us by Alarm.com.

Address

Country: * USA ▼

Street 1: *

Street 2:

City: *

State: * (Select) ▼

Zip: *

Time Zone: * Detect from zip code ▼

Will the system be installed at the address of the primary contact above?

Yes No

Operations Information

Alternate ID: ?

Sales Rep: ? Find rep by Last Name, First Name or Login Name

Installer Rep: ? Find rep by Last Name, First Name or Login Name

Contract Length (months): ?

Contract End Date: ?

Customer Source: ? (Select) ▼

< BACK

NEXT >



Create a login name

Enter the customer's desired login name in the *Desired Login Name* text field. By default, a suggested login name appears in the field.

The customer has an option to change their primary login name after logging into the Alarm.com Customer Website. Once the desired login name is entered, click **Next**.

Note: If the login name selected is not available, the following message appears: *Invalid Login Name: Login already in use. Please enter another login.* If the customer has not requested a specific login, leave as the default.

 Create Login

Please enter the desired login name for your customer below.

This login name will be used to access the customer's Alarm.com account through the web and mobile apps. You can change your customer's login name through the Dealer Site at any time.

Desired Login Name:*

Note: Login names must be less than 100 alphanumeric characters, and cannot already be taken by another Alarm.com user. If either of these requirements are not met, you will be prompted to choose a new login name.

Enter the system information

For the customer's system information:

1. Select a cellular module to use for the customer's system.
 - To view the recommended cellular network for the customer's installation address, click **show**.

Note: If using Rogers (Canada) for the cellular network, check coverage using Roger's [Network Coverage webpage](#).



System Information

Coverage Summary (Based on Installation Address) [hide](#)
 Check Coverage Location

Coverage Summary
Coverage results reflect estimations based on a number of factors including, but not limited to, equipment in use, terrain, proximity to buildings, foliage, and weather. These results do not guarantee service availability. As such, it is recommended to verify a sufficient signal reception at the site using an active module.

Recommended	Network	Coverage	Provider Map
✓	AT&T	FULL	
✓	Verizon 4G	FULL	
✓	Verizon 3G	FULL	

[View network map for this area](#)

- Using the *Control Panel Type* dropdown menu, select the panel type. If *Auto Detect Equipment* is selected, the panel type is automatically detected from the module's serial number.

System Information

Coverage Summary (Based on Installation Address) [show](#)

Please verify coverage above, then enter Control Panel and Alarm.com module information into the fields below.

* Control Panel Type: [?](#)

* Module Serial #: [?](#)

[Where is the serial number?](#)

[< BACK](#) [NEXT >](#)

- In *Module Serial #*, enter the module's serial number or IMEI - depending on what module is being installed.

Note: When creating a customer account using the MobileTech app, tap for the option to scan the serial number using the mobile device's camera.

- If unsure where to find the serial number or IMEI on the cellular module, click **Where is the serial number?** for a description of how to find the serial number or IMEI for the selected module.

The following image is an example of the results for a Simon XT module - AT&T:



On the Simon XT and XT*i* panels, the Alarm.com Serial Number will be labeled as the SN number.

The serial number can be found on the module packaging or on the module. On the XT*i*, this information can be accessed through 'Programming' > 'Interactive Services' > Module Status . On the XT, the serial number can be displayed by holding the '1' key for 10 seconds.

Select image from dropdown:

XT Module - AT&T ▾



The serial number follows "SN". Only the last 10 digits are required.

For more information about which numbers should be used for a module when creating a new customer, see [Find the serial number on a module](#).

4. Click **Next**.

Select the communication pathway

Select the communication pathway for the module using the *Select Communication Pathway* dropdown menu.

Note: If no pathway is selected, then the module will use the default communication path listed by *Default Communication Pathway*.

https://answers.alarm.com/ADC/Partner/Installation_and_Troubleshooting/Getting_Started/How_to_create_an_Alarm.com_cu...

Updated: Wed, 09 Jun 2021 21:43:02 GMT



Communication Pathway Selection

Please select desired communication pathway for the module. Not selecting from the drop-down menu will result in the default pathway listed below.

Default Communication Pathway: [?](#) Cell

Select Communication Pathway: [?](#) (select) ▼

< BACK
NEXT >

Choose the Service Package

Select the desired service package, and click to select any add-ons for the customer to have. Verify all desired features are included in *Selected Package Summary*, then click **Next**.

Service Package

Please choose a Service Package

Package Template
 - Select - ▼

Base Package:
 Interactive Gold (\$) ▼

Configure Package

VIDEO MONITORING
 No Package Selected ▼

IMAGES
Note: Requires panel firmware version 1.10 and the 900 MHz XCVR2 transceiver.
 Extra Image Events:
 0 Events ▼

MONITORING STATION
 Wireless Two-Way Voice (\$ /month) [?](#)
Note: Central Station must be Alarm.com Two-Way Voice-authorized.

ENERGY MANAGEMENT & AUTOMATION
 Lights and Thermostat Bundle (\$) [?](#)
 Lights (\$) [?](#)
 Thermostats (\$) [?](#)

SELECTED PACKAGE SUMMARY

INCLUDED FEATURES

- Images - Plus (40 images by default)
- Remote Arming/Disarming
- Sensor Activity Monitoring for 50 sensors
- Unexpected Activity Alerts
- User Code Management

SELECTED ADD-ONS

- 6 Hour Supervision (\$)

Activation Fee:
\$

New Total Price:
\$

< BACK
NEXT >



Select monitoring station forwarding settings

All Alarm.com service packages for security accounts include the ability to forward alarms to a monitoring station.

1. In *Monitoring Station Forward Signals*, click to select one of the following:
 - **Always** if the cellular module should always forward signals to the monitoring station.
 - **Only if the Phone Line Fails** if the cellular module only forwards signals if the phone line attached to the panel fails to report signals.
 - **Never** if the cellular module is not going to be forwarding signals to a monitoring station.
 - If *Never* is selected, skip the next steps and click **Next**.
2. If a phone line is going to be connected to the panel, click to select **Phone Line Connected**.
3. Using the Receiver dropdown menu, select the receiver number signals are forwarded to.

Note: If the desired receiver number is not shown, see either [What is an IP Receiver?](#) for more information on IP receivers or [Add a new phone receiver number to a monitoring station](#) for more information on phone receivers.

4. In *Account Number*, enter the customer's account number with the monitoring station.
5. In the *Events to Forward*, click to select all events that should be forwarded to the monitoring station.
6. Click **Next**.



- **Monitoring Station Forwarding**

Monitoring Station Forward Signals

Always

Only If The Phone Line Fails

Never

Phone Line Connected

Receiver Information

Monitoring Station Name: Alarm.com

Receiver: +

Account Number:

VIEW ADDITIONAL RECEIVER INFORMATION

UL/ETL Settings

This is a UL/ETL Installation. [Learn more about UL and ETL](#)

Events To Forward

<input checked="" type="checkbox"/> Alarms <input type="checkbox"/> Bypass <input checked="" type="checkbox"/> Crash & Smash <input checked="" type="checkbox"/> Panics <input checked="" type="checkbox"/> Phone Tests <input checked="" type="checkbox"/> Troubles	<input checked="" type="checkbox"/> Arming (Openings/Closings) <input checked="" type="checkbox"/> Cancels <input checked="" type="checkbox"/> Panel Not Responding <input type="checkbox"/> Phone Communication Failures <input type="checkbox"/> Sensor Tamper <input type="checkbox"/> Trouble Restorals
---	--

Two Way Voice

Module Two-Way Voice Capable: Yes

Selected Receiver Supports Two-Way Voice: Yes

Service Package Includes Two-Way Voice: No

Initiate Alarm.com Two-Way Voice Call for Fire and CO Alarms
 (Note: Siren will turn off during call)

< BACK

NEXT >

Select installation templates

Select any applicable installation templates:

- Apply default notifications
 - A default set of notifications that can be applied to a new customer account. These basic notification rules can

https://answers.alarm.com/ADC/Partner/Installation_and_Troubleshooting/Getting_Started/How_to_create_an_Alarm.com_cu...

Updated: Wed, 09 Jun 2021 21:43:02 GMT



be edited later by the customer without impacting the saved defaults. For more information about updating the default notifications, see [Update default notifications applied to new customer accounts](#).

- Apply AirFX panel templates
 - On some security panels, standard programming settings can be saved as a template on the Partner Portal. Selecting that template during account creation saves the selected programming settings to the panel the first time it communicates with Alarm.com, overwriting any existing panel settings. For more information on configuring panel templates, see [How are panel templates applied? \(Downloader Templates\)](#).

Installation Templates Plan

Apply Default Notifications

Apply AirFX Panel Template:

[What's this?](#)

Once account comes online, panel will be automatically configured with the selected AirFX Panel Template. Existing panel settings will be overwritten. Templates can be configured by going to Dealer Account » Dealer Profile » [Create New Template](#)

Confirm new customer information

The last page provides a summary to review all of the information to confirm that it is correct. To make changes, click the **Edit** link for the relevant section.

If the account information is correct, click **Create Account**.

Confirmation

Account Type	Edit
System Type: Security System	
Customer Information	Edit
Sub Dealer:	
Alternate ID:	
First Name:	

Create or add to an existing Enterprise group

After the account has been created, accounts with a *Commercial* or *Commercial Plus* service package and have the *Enterprise Security Console* add-on selected will have the option to add the account to an existing Enterprise group or create a new Enterprise group. This is an optional step that can be skipped and updated at a later time if desired.



For more information about adding a location to an Enterprise group, see [Add a location to an Enterprise system](#).

★ **Add To Group**

This account includes the Enterprise Security Console (ESC) add-on and can be added to an enterprise group. You can skip this step if you do not want to add this account to a group at this time.

Choose Existing Group
(Enter group name or ID, and choose group from auto-completed list.)

Create New Group
(Enter name of the new group. The primary login for this account will be the administrator for this group.)

Generate a Welcome Letter

A Welcome Letter can be viewed and printed, and/or emailed to the customer's primary email address. For more information about how to re-send a Welcome Letter, see [Send a Welcome Letter to a customer](#).

Important: For security system accounts, the customer is not able to log into the Customer Website or app until the panel has started communication with Alarm.com.

Account Creation Successful!

You have successfully created an Alarm.com account for **John Doe**.

Click the link below to print a
Welcome to Sample Dealer
letter to give to John Doe when the system is installed.
(We recommend that you also print a duplicate for your own records.)

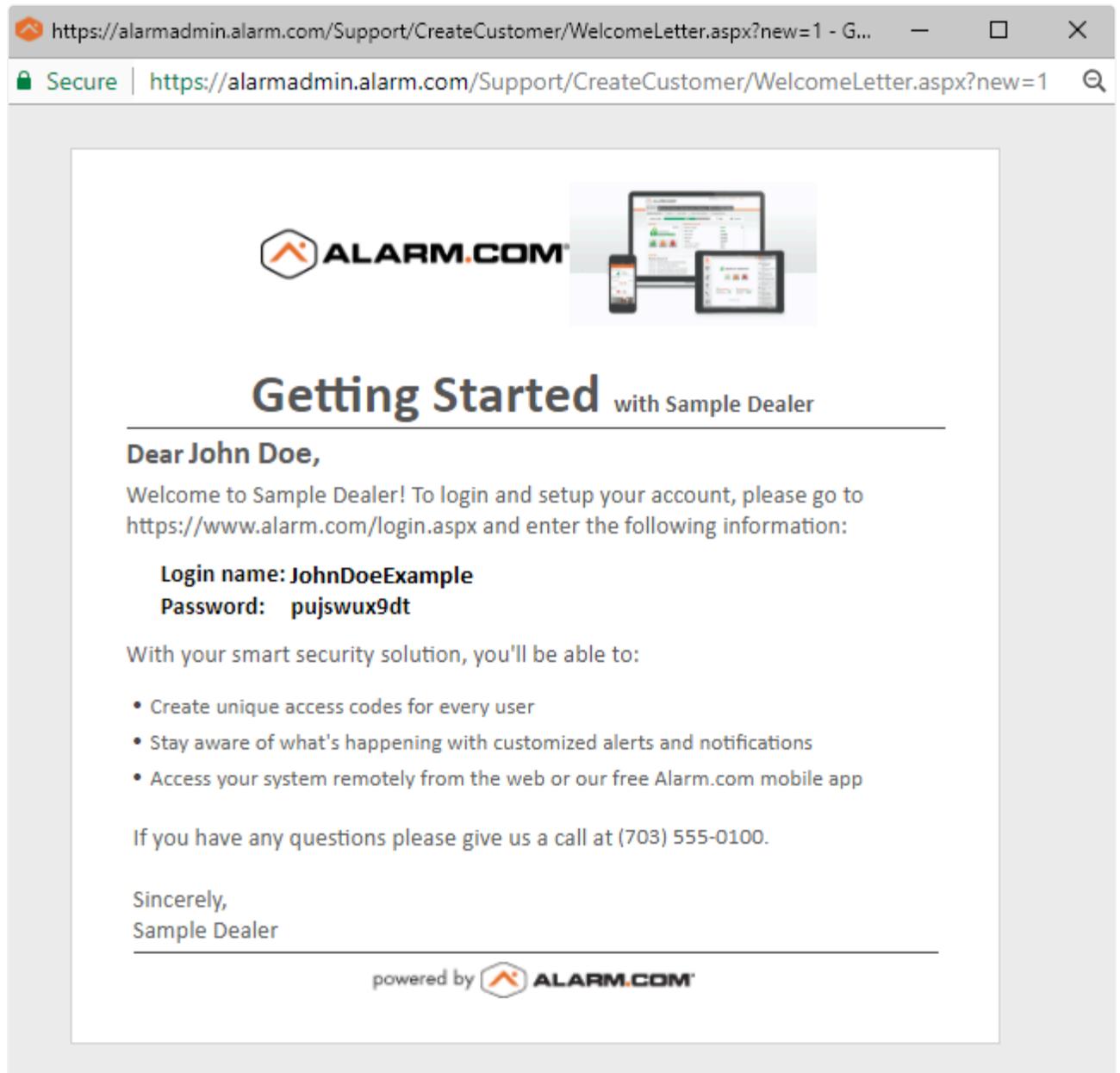
Note: The customer will not be able to log in to
their account until the system has
communicated.

To generate a Welcome Letter:

- Click **View & Print Welcome Letter**.
 - The printed Welcome Letter contains the customer's login, a temporary 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 the time of installation.



The following is an example of the window that pops up:



- Alternatively, click **Email Welcome Letter to Customer** to send the Welcome Letter to the primary email address of the customer.
 - The emailed Welcome Letter contains a link that the customer can click to set up a password for the Customer Website.

The following is an example of the Welcome Letter email:





Getting Started with Sample Dealer

Dear John Doe,

Welcome to Sample Dealer! To set up your account, please [click here](#).

Login name: JohnDoeExample

With your smart security solution, you'll be able to:

- Create unique access codes for every user
- Stay aware of what's happening with customized alerts and notifications
- Access your system remotely from the web or our free Alarm.com mobile app

If you have any questions please contact us at support@SampleDealer.com

Sincerely,
Sample Dealer

powered by  **ALARM.COM**

Prepare for installation

Before installing the security system:

1. Verify the correct module serial number is being installed.
 - It is very important that the serial number entered during account creation matches the serial number printed on the module installed with the panel. If the serial number does not match, perform a swap module. For more information about swapping a module on the Partner Portal, see [Swap a module for a customer account](#).
2. Wait at least one hour after account creation before installing the system.
 - This allows the module to become integrated with the Alarm.com network. The process begins automatically

https://answers.alarm.com/ADC/Partner/Installation_and_Troubleshooting/Getting_Started/How_to_create_an_Alarm.com_cu...

Updated: Wed, 09 Jun 2021 21:43:02 GMT



as soon as the account is created.

3. Review the appropriate module installation guide. For the module's installation guide, see the specific panel's module installation guide in [Panels](#).

Additional resources



Enroll in the [Customer Activation 101](#) training course today! For more information on accessing Academy Training, see [How can I access Academy Training?](#)

