

## View the customer's system Event History

The customer's system Event history can be viewed using the Partner Portal, MobileTech app, Customer Website, or app.

**Note:** Extended activity history can be requested for commercial accounts, where commercial customers can request up to 12 months of account history. For more information on extended activity history, see [Export system activity for commercial accounts](#).



### To view the Event History using the Partner Portal:

**Note:** The time displayed in the system history can be toggled between the rep's local time and the customer's local time. To toggle between local times, use the dropdown menu in *Show Events In* to select the local time displayed in the Event History.

1. Log into the Partner Portal.
2. Find the customer account.
3. Click **History**.
4. Use the search constraints to search by keyword, date range, or event type.

The Event History shows events being communicated to/from Alarm.com.

Containing Text:

Date Range:   -  

Event Type:

### To view the Event History using the MobileTech app:

1. Log into the MobileTech app.
2. Find the customer account.
3. Tap **History**.
4. Use the search constraints to search by keyword, date range, or event filters.



## To view the activity history using the Customer Website:

**Note:** Only 1,000 events can be displayed at a time. If a filtered search returns more than 1,000 events, then more filters need to be applied to narrow the search.

1. Log into the website.
2. Click **Activity**.
3. By default, the last 100 events are displayed on the first page and up to 10 pages of events can be accessed. Use the filters to narrow the results displayed.
  - The activity displayed can be filtered by:
    - Using the *Search* bar to view activity matching specific keywords.
    - Using the *Start Date* and *End Date* to view activity within a specified timeframe.
    - Using the *Users* dropdown menu to view the activity of specified users.
    - Using the *Device Type* dropdown menu to view activity from specific devices.
    - Using the *Event Type* dropdown menu to view activity from specific events.
    - Using the *Device Name* dropdown menu to select events observed by specific devices.

## To view the activity history using the Customer app:

**Note:** The history on the app shows a maximum of 200 events. To view more than 200 events, view the activity history using the Customer Website.

1. Log into the app.
2. Tap ⓘ.
3. By default, the last 25 events display.
  - a. Tap ☰ for iOS devices or **Filters** for Android devices to apply basic filters such as:
    - In *Show*, tap to select a specific amount of events to show or events that occurred during a certain timeframe (i.e., *Today*, *Yesterday*, *Last 7 days*).

**Note:** iOS devices can also select a specified date range for activity.

    - In *Events*, tap to select a specific event to display in the activity history.
  - b. Tap **Apply** once the desired filters are selected.

