Changing User codes.

Tuesday, January 14, 2020   12:18 PM

To add a user code using the Customer Website:

Note: User codes cannot be created while the security system is armed. Verify the security system is disarmed before attempting to create a new user code from the website.

1. Log into the Customer Website.
2. Click **Users**.
3. Click **Add New User**.
4. Enter the user's first and last name, then click **Create**.
5. In *Access Code*, enter the desired user code.
   - A new access code can also be generated by clicking **Generate Code**.
6. Click to select which devices and features the user will have access to.
7. Click **Save**. Allow a few minutes for the system to update before testing the new user code.
8. Click the **Time** to set which times the user code can access the system.
   - **At all times** - Allows the user to access the system at all times.
   - **Restricted schedule** - Create a weekly access schedule for certain times the user can access the system.
   - **Temporary access** - Create a one-time access window for the user to access the system.
9. On the *Use Profile* page, update any additional user information:
   - In *Contact information*, click **+ Add Contact** to add the user's contact information.
   - Tap **Language Preference** to select the user's language preference, and then tap **Save**.

To add a user code using the Customer app:

Note: This functionality is only available for single system users and will not display for Enterprise logins.

1. Log into the app.
2. Tap
   .
3. Tap **Users**.
4. Tap
   .
5. Enter the user's first and last name, and then tap **Create**.
6. Tap the access code field.

7. In *Access Code*, enter the user's desired code.
8. Tap to toggle the user access to the specified device.
9. Tap **Save**. Allow a few minutes for the new user code to send to the system.
10. If the user should only have access to the devices during specific times, then tap **Time** to select the user's access period to the device. Once the desired access period is selected, tap **Save**.
11. On the *Use Profile* page, update any additional user information:
    - In *Contact information*, click **+ Add Contact** to add the user's contact information.
    - Tap **Language Preference** to select the user's language preference, and then tap **Save**.
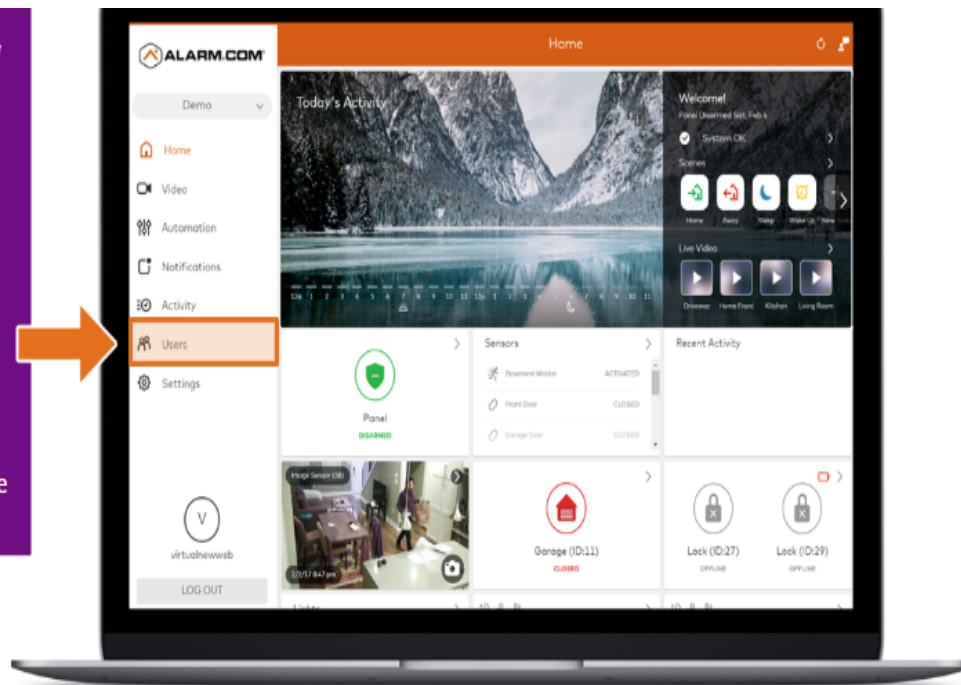
Home: Users

JULIA:

I've gotten used to our new Alarm.com system so fast I can't believe it. Now I don't know what I ever did without it!

Today, I'm adding a user code for our housekeeper because we're going out of town soon.

So right now I'm going to click the Users option in the sidebar menu.

Switch to

LEGACY

Hover your mouse over the screen to zoom.

Users: *Add New User*

JULIA:

I'll add my housekeeper as a new contact, then I'll create a code for her. I've already added my kids and a few other users.

Switch to

LEGACY