



ALARM.COM®

Securcom Technologies - Alarm.com USER GUIDE

****Alarm.com (ADC)****

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1 - Arming the system

Arming your Securcom system sets the security sensors to an alarm state. The Armed Away status sets both contact sensors and motion sensor into an alarm state, while Armed Stay status only sets contact sensors to an alarm state.

Arming Options- When you select one of the arming buttons (Stay/Away), a pop-up will display available options for your system. Options may vary depending on your system configuration.

Silent Arming - By default, when you arm your system, the panel makes exit delay beeps. Silent Arming allows you to arm the system without any noise.

No Entry Delay- Once armed, the system will bypass the entry delay that normally occurs when an entry/exit zone is violated.

Bypass Open Zones- The system will bypass open zones while arming the system. This feature can be used to attempt to force the system to arm regardless of zones that may be open. When bypassed, a zone will not trigger an alarm on the system.

To arm the system from the Alarm.com Web Portal:

- Log into your Alarm.com Web Portal Securcom customer account.
- Click the **Shield** icon on the **Security card**.
- Click **STAY** to arm the system to stay mode, or **AWAY** to arm the system to away mode.
 - **Note:** Systems with bypass capabilities will show a **Bypass Sensors** checkbox that, when checked, will not arm secured sensors.

To arm the system from the customer Alarm.com App:

- Log into the Alarm.com customer app.
- Scroll down to the **Security System** card.
- Tap the **Shield** icon.
- Tap the desired Arming Status.
 - Arm Stay.
 - Arm Away.

2 - Disarming the system

Your Securcom security system can be disarmed or put into a non-alarm state for when the system is occupied.

To disarm the system from the Alarm.com Web Portal:

- Click the **Shield** icon on the **Security card**.
- Click **Disarm**.

To disarm the system from the Alarm.com App:

- Log into the Alarm.com customer app.
- Scroll down to the **Security System** card.
- Tap the **Shield** icon.
- Tap **Disarm**.

3- Changing a password

Updating user passwords for the Alarm.com Web Portal and the Alarm.com App users helps keep the system secure.

To change a password from the Alarm.com Web Portal:

- Log into your Alarm.com Web Portal Securcom customer account.
- Click the **Edit User** icon next to the current login name.
- Click **Password**.
- Enter the current password in the **Current Password** field.
- Enter the new password in the **New Password** field.
- Enter the new password again in the **Verify Password** Field.
- Click **Update**.

4- Create a new login

Individual logins for each Alarm.com Web Portal and Alarm.com App user can be created from the website.

Note: Only users with Master Control permissions can create new logins.

To create a new login from the Alarm.com Web Portal:

- Log into your Alarm.com Web Portal Securcom customer account.
- Click **Users**.
- Click **Manage Logins**.
- Click **Add a Login**.
- Enter the **new user's email address** in the **Email Address** field.
- Enter the **new user's desired login name** in the **Login Name** field.
- Select the **new user's language preference** using the **Language Preference** dropdown menu.
- Click **Save**.

Note: New users will receive an email with a link to set up a new password. If this email is not being received, confirm the user's email address is entered correctly and/or have the user check their junk/spam folder.

5- Create a new user code

New system user codes can be created from the Alarm.com Web Portal.

To create a new system user code from the Alarm.com Web Portal:

- Log into your Alarm.com Web Portal customer account.
- Click **Users**.
- Click **Add User**.
- Enter the **user's first and last name** under **User Information**.
- Select the **user's language preference** using the **Language Preference** dropdown menu.
- Click **+Add** to add the user's contact information.

- Click to check the **devices the user should have access to** under **Access Control**.
- Enter the user's **new access code**.
- Click **Save**.

6- Delete a system user code

Deleting unused system user codes from the Alarm.com Web Portal helps keep the system secure.

To delete a system user code from the Alarm.com Web Portal:

- Log into your Alarm.com Web Portal customer account.
- Click **Users**.
- Click the **Delete** icon for the user to be deleted.

To remove access control from a use from the Alarm.com Web Portal:

- Log into your Alarm.com Web Portal customer account.
- Click **Users**.
- Click the **Edit** icon for the user to have access removed.
- Click to **uncheck the access points** to no longer have access under **Access Control**.
- Click **Save**.

For additional support or advise, please contact Securcom Technologies

- Office: 403-380-4385
- Web: www.securcom.ca

Securcom Technologies Inc.

Protecting Southern Alberta, One System at a time.

Thank you for supporting local. Thank you for choosing Securcom.



Mobile App

1 DOWNLOAD THE APP

The Alarm.com app for phone and tablet is available for free download on **Google Play Store** and **Apple App Store**.

You can also control and monitor your system using your Apple Watch, Apple TV, Amazon Fire TV, Amazon Echo and Google Home.



2 NAVIGATE THE DASHBOARD

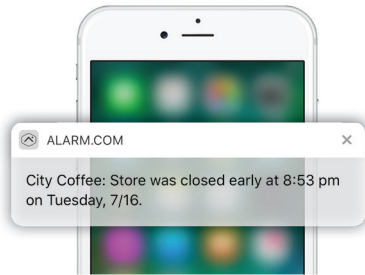
View and control your system from the palm of your hand with the easy-to-navigate Dashboard. Arm and disarm your panel, adjust Thermostats, control Locks, and view Video Cameras*

**These services are only available on certain plans. Please contact your security dealer for more information.*

3 ENABLE NOTIFICATIONS

Click Notifications in the left menu to enable Push Notifications. You can also add or manage your notifications on-the-go.

An Open/Close Event Notification will let you know if your business was not opened or closed on time.



4 VIEW REPORTS

In the left menu, select Reports to view your most recent reports like open/close events and sensor activity.

You can also set report frequency and email options.

TIP: TWO-FACTOR AUTHENTICATION

Add an extra layer of security to protect access to your system. Whenever you sign into your system from a new or untrusted device, you'll have to enter both your password and a code sent to your mobile phone.

[Online Account](#) > [Settings](#) > [Login Information](#) > [Two-Factor Authentication](#)



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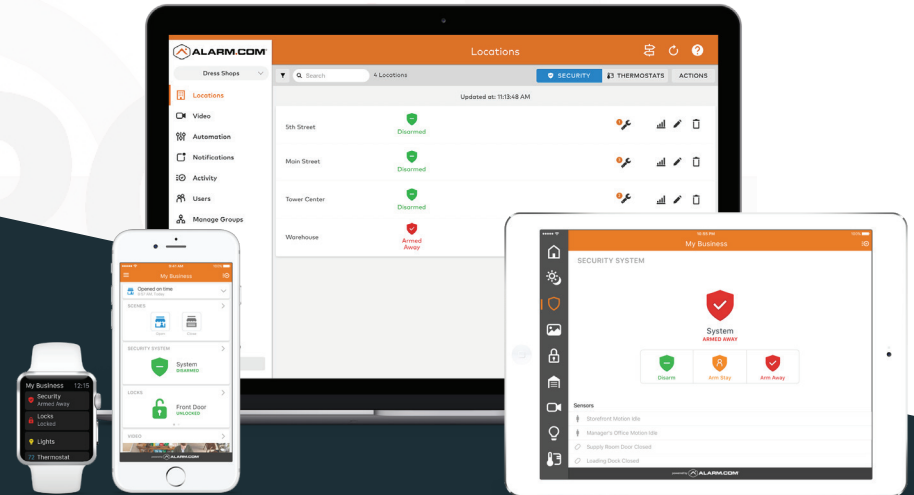
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Protecting Southern Alberta, One System at a time



Getting Started with Smarter Business Security



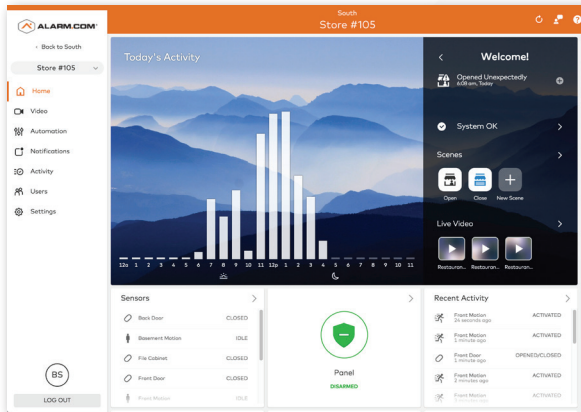
LOGIN INFORMATION

Username: _____

Password: _____

1 LOG IN AT www.alarm.com/login

Log in using the username/password provided by your installer to manage and view your system from the Homepage.



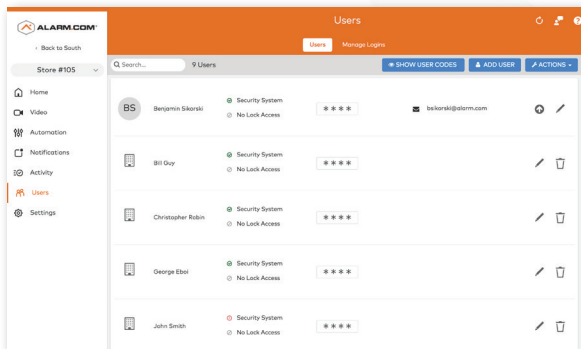
2 SET UP BUSINESS HOURS

Click on Settings to set the hours for your business.

3 CREATE USER CODES

Set up user codes for your staff, service providers, or anyone who has access to arm/disarm your panel.

[Users > Add User](#)



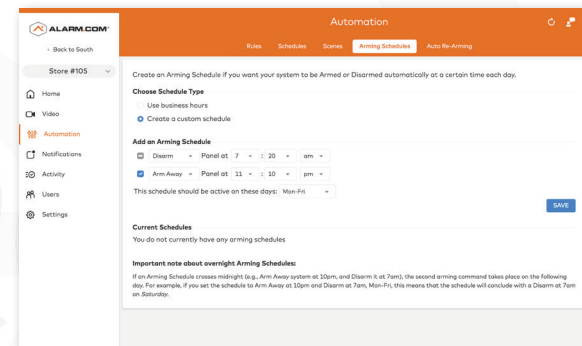
4 CONFIGURE NOTIFICATIONS, RULES, AND SCHEDULES

Receive real-time alerts (text, email or push) due to a system occurrence, such as the system reporting an alarm, if someone forgets to arm the system, or if a door is left open..

[Notifications > + New Notification](#)

You can also create rules and schedules to automate your business. Set up Arming Schedules to ensure that your property is always protected after hours.

[Automation > Arming Schedules](#)



5 SET UP REPORTS

Get reports on activity within your business. See open and close times, identify peak traffic periods, and be aware of any alarms or issues. Set report frequency and email delivery.

[Activity > Reports > New Report](#)

