



Frequently Asked Questions

Alarm.com Customer Site & App

Customer Site: Top Questions

- [How do I log into the Alarm.com website?](#)

Open a browser > Alarm.com/login > Log in using the login name and password provided to you by your dealer. If you have logged in previously, use the login name and password that you created.
- [Why isn't my app login working?](#)
 - Confirm that you are using the correct login name.
 - Confirm that your password is correct.
 - The password is case-sensitive, so ensure you are using the correct casing for each letter in your password.
 - If you have logged into the customer website from a computer, confirm the login credentials you are using for the app are the same as what you are using to log into Alarm.com via the computer. The credentials you use to log into the app and website should be exactly the same.

NOTE: Before doing either of the below steps, make sure you have access to the email address connected to your customer account so that you can retrieve the login name or new temporary password.

- If you are unsure of your login name, you can confirm it by clicking the "Login Help?" link below the "Sign In" button. You can then enter your email address under the section titled "Forgot your login name?" and press submit.
 - If you are unsure of your password, you can change it by clicking the "Login Help?" link below the "Sign In" button. You can then enter your login name under the section titled "Forgot your password?" and press submit.
 - If you are still experiencing issues or are unsure what email address is on file, please reach out to your authorized security dealer for further assistance.
- [How do I set up additional logins for my account?](#)

Log into your master account > Profile > Manage Logins > "Add a Login" in bottom-right corner of screen > Create a login name for the user and enter that users email address and select the language they'd like the text on the customer site to appear > Submit. At this point you have

the ability to edit and customize the permissions of this user, defining the access this user will to each product/feature.

- [Can I add temporary users?](#)

Yes, you can add users that only have access to access points (Security system, Locks, etc) for a predetermined date and time range.

Log into account > Security > Users > Actions > Add Temporary User. Enter:

Users Name: The name of the person this access will be associated with

Contact Addresses: Phone numbers or email addresses that you would like this user to be able to receive notifications at. You can also leave this blank if you do not want them to receive notifications.

Access Period: This determines the dates and times that this user will have access to the "Access Points"

Access Control: Click the items that you would like for this user to have access to during The "Access Period" you specified previously.

- [Can I add users with panel access during only specific dates/times?](#)

Yes, you can add users that only have access to access points (Security system, Locks, etc) for a predetermined date and time range.

Log into account > Security > Users > Actions > Add User. Enter:

Users Name: The name of the person this access will be associated with

Contact Addresses: Phone numbers or email addresses that you would like this user to be able to receive notifications at.

Access Control: Click the items that you would like for this user to have access to during The "Access Period" you specified previously.

Access Code: Code the user will enter in order to access the Access Points you selected. This should be a unique code that cannot easily be guessed.

Schedule: Check "Limit access times" and choose the times that you would like this user to have access to the Access Points you selected.

- [What are notifications and how can I set them up?](#)

Alarm.com notifications allow anyone you would like to receive text, e-mail or push messages based on specific system events.

Log into account > Notifications > "+ New Notification".

Select from the pre-created Notifications. Customize a notification by choosing which system activity should create a notification, the time frame that you would like the notification to be active, who you would like to be notified in the event that the system event happens and how you would like them to be notified.

- [How can I set up video recording schedules?](#)

You can record clips based on sensor activity or when the camera detects motion. In order to create a recording schedule Log into account > Video > Recording Schedules > "+ Add Schedule" > Select what you would like to trigger video clip recordings.

- [What is VMD? Is it the same as motion detection?](#)

Video Motion Detection is the camera's ability to trigger recordings based on detected motion. The camera identifies motion by measuring how the video's pixels change from one moment to the next. There is not a PIR motion detector built into our cameras, but when VMD is set up correctly, it can be an effective way to capture activity and generate notifications.

- [Where do I go to set up video motion detection?](#)

In order to set up VMD, log into your customer account > Video > Video Device Settings > Select the Video Device from the drop down menu (upper left corner) > Video Motion Detection.

- [How do I draw VMD Windows?](#)

When editing Video Motion Detection windows, identify your main areas of concern and draw narrow windows near those areas. For example, if there is a jewelry box on the desk, make sure to draw a VMD box either around or along the path leading up to that area.

When Drawing VMD Windows:

What to avoid in VMD windows.

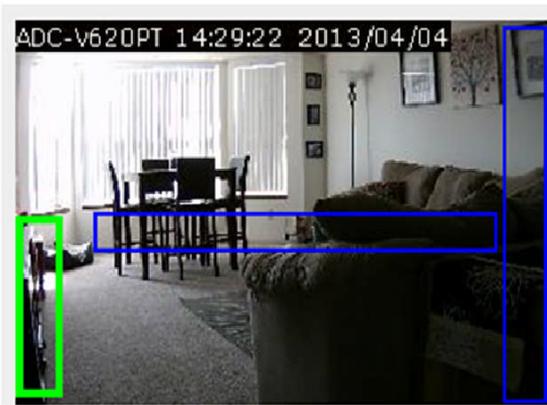
Some movement or pixel changes will cause false triggers. It is best to avoid these as much as possible:

- Trees, foliage or any type of fabric that the wind or an air vent may blow should be avoided since these can cause the camera to falsely trigger.
- Avoid any windows that are not a security concern. It's possible that the sun rising and setting could cause false triggers.
- Any areas with numerous shadows, such as a window that people (not of concern) walk past or with shading from trees. Remember to think about how the lighting may change throughout the day; an area that was not shaded may become shaded later in the day.
- Always be sure to use all 3 VMD windows in the place of one larger window. Smaller boxes are less prone to false-triggered recordings.

What if you want the entire camera view to trigger recordings?

Rather than creating one large box that will not be precise, try creating lines or "barriers". The goal is to catch a person of interest as they cross through the window.

See the example below for a good example of how to cover a whole room with VMD while avoiding the windows which could cause potential false triggers.



You will notice that these VMD windows:

- Avoided the windows due to sunlight changes.
 - Created barriers that must be crossed when entering the area.
 - Created another box that must be crossed when going through the room.
 - Used all 3 windows.
 - Kept all the windows as small/skinny as possible.
- [How do I set up away from home thermostat override for Geo-Services?](#)
 Away from home thermostat override allows you to save energy by automatically adjusting the target temp of your thermostat based on when you arrive or leave a premises. In order to set this up log into your customer account > emPower > Rules > Away from Home Thermostat Override ON > Select the settings you would like:
 - Away Settings** – Determines what the thermostat should do when your security system is Armed Away or you are exiting your home geo-fence.
 - When System is Armed Away** – Select if your arming status should determine your “away from home” temperature.
 - When All Geo-Devices exit this Geo-Fence** – Select if your geo-location should determine your “away from home” temperature.
 - Select your home geo-fence’s name.
 - Set Target Temp** – this is the temperature you’d like your thermostat to change to when you leave your home.
 - Home Settings** – Determines what the thermostat should do when your security system is Disarmed or you are entering your home geo-fence.
 - When System is Disarmed**– Select if your arming status should determine your “away from home” temperature.
 - When any Geo-Devices enter this Geo-Fence** – Select if your geo-location should determine when to resume your thermostat’s schedule.
 - Select your home geo-fence’s name.
 - Set Thermostat** > Resume Schedule

*Note: If you have a thermostat override rule set up for both geo-services and panel status, the thermostat will follow whichever action happens first.

- [What are my remote arming options?](#)

Below are the remote arming options that you may see and their definitions. Not all arming options are available on every panel.

Disarm: Your system is not armed. It is in a state where anyone can enter or exit your home as they please.

Arm Away: An arming state that secures all perimeter and interior contacts. This is meant to be used when no one is home or is supposed to enter your home unless they have a user code that is able to disarm your security system.

Arm Stay: An arming state that bypasses interior motion detectors. It is meant to be used when you would like the perimeter of your home secured, but you would like to roam freely throughout the secured home. Only the perimeter detection (e.g. door/window contacts) and certain types of interior protection (e.g. glass break detectors) would be armed this mode is selected.

Night Arm: An arming state that groups your contact sensors into zones in your home, allowing for some areas inside your home to be armed away while other areas are armed stay, allowing you to roam freely throughout particular zones inside your home.

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. Your Silent Arming setting applies to all future commands from this login through any user interfaces (including mobile site and mobile apps) for this system.

Remote Bypass: When arming your security system, if a sensor is open (e.g. a window is left open), but you are aware of it and OK leaving that portion of your home possibly unsecured you may have the system arm, but ignore the open sensor, ensuring your system does not go into an instant alarm.

No Entry Delay: A built-in delay on any entry/exit zone of a security system. This delay gives you time to enter/exit your home or business after disarming/arming your security system to avoid setting off the alarm. Entry/exit delays can be anywhere from 15 seconds to 120 seconds in duration.

- [How do I rename sensor names on the website?](#)

Log into your customer account > Security > Sensors. Edit the sensor names and press "Save".

- [How do I Clear a Duress Alarm?](#)

When a Duress Alarm is triggered, it will show that a duress alarm has been activated on the home page of the customer site until cleared. You can clear the duress alarm by clicking the "clear duress" button which shows up on the customer site in the arm/disarm portion of the screen. If you do not clear it using this button, the message will automatically clear within a few days. At this time, you can only clear a duress alarm on the Alarm.com website, not the mobile app.

- [How can I view recorded video clips of the cameras?](#)

Log into your account > Video > Saved Clips > put your cursor over the clip you'd like to view and a play button will appear. Click the play button in order to play and view the clip. You may also choose the option to select one or more clips. When you do this, you are able to play multiple clips in a row similar to if they were one longer clip.

- [How do clear the "Issues" Banner?](#)

When there is any type of issue with your system it will show up in a banner at the top of your home screen when you log into your account. In order to temporarily make this disappear, you can press the “-” button in the upper-right corner of the Issues banner. However the banner will re-appear every time you go back to the home screen until you’ve fixed the issue(s).

In order to ensure the Issues banner disappears completely, you will need to fix all issues that appear in this box. Many of the issues are clickable and will give you steps to help you resolve the issue without calling your security dealer. If you would like further details about why the issue is showing up, please call your security dealer.

- [How do I know if the command \(arm/disarm, lock/unlock\) was sent successfully?](#)

When you send an arm/disarm or lock/unlock command the icon will automatically change its state to reflect the command being successfully acknowledged. If it has been over 30sec.-1min. try refreshing the arming/lock status by refreshing the page to see if the state of the icon has changed. If it does not change, wait an additional 1 min. and then try sending the command again.

Mobile: Top Questions

- [How do I download the app?](#)

Below are the steps for downloading the Alarm.com app on mobile devices. Please ensure that you are downloading the gray/silver icon with the Alarm.com logo on it and not an orange app.

Android App

1. Go to the Play Store.
2. Select the magnifying glass.
3. Enter 'Alarm.com' in the search bar and select search.
4. Download the app. It is a gray/silver icon with the Alarm.com logo on it.

iOS App

1. Go to the App Store.
2. Select the search option.
3. Enter the 'Alarm.com' in the search bar and select search.
4. Download the app. It is a gray/silver icon with the Alarm.com logo on it

Windows Phone App

1. Go to Marketplace.
2. Select the magnifying glass.
3. Enter 'Alarm.com' in the search by and select search.
4. Download the app. It is a gray/silver icon with the Alarm.com logo on it

BlackBerry App

Primary Method

1. Open the web browser on your BlackBerry device.
2. Enter www.alarm.com/bbinstall in the URL bar.
3. Follow the instructions to download the app.

Secondary Method

1. Type <https://www.alarm.com/MobileServlet/ota/AlarmMobile.jad> in the phone's web browser.
2. Select 'Download'.
3. Select 'Yes' for the application permissions section.
4. Customer will receive the message, "The application was successfully installed. Press OK or Run."

- [How do I log into the app?](#)

Once you have downloaded the app enter the app by pressing the app icon on your phone. Enter the same login and password credentials in the app as you use for the customer website.

- [Why isn't my customer site login working?](#)

There are a few reasons that your customer site login is not working correctly.

- Confirm your login name and password. The password is case sensitive, so please ensure all lower-case and capital letters are correct.
- If your password was reset, is it possible it was reset multiple times? Each time your password is reset, the old password is disabled and the most recent password becomes valid. Ensure that you are using the password from the most recent password reset email that you received. Also check that the Reset ID in the email matches what is shown on the Login Help page.
- The master user of the account deleted your account access.

- [How do I change my email/login?](#)

Log into your account > Profile > Login Info. From here you can choose a new login name or change your email address.

- [Why isn't my website login working?](#)

- Confirm that you are using the correct login name.
- Confirm that your password is correct.
- The password is case-sensitive, so ensure you are using the correct casing for each letter in your password.
- If you have logged into the customer website from a computer, confirm the login credentials you are using for the app are the same as what you are using to log into Alarm.com via the computer. The credentials you use to log into the app and website should be exactly the same.

NOTE: Before doing either of the below steps, make sure you have access to the email address connected to your customer account so that you can retrieve the login name or new temporary password.

- If you have attempted to log in unsuccessfully over 5 times you may be locked out. In order to quickly fix this, please press the “Login Help?” link (below the login area) and enter your email address or login name to confirm your username or reset your password.
 - If you are unsure of your login name, you can confirm it by clicking the “Login Help?” link below the “Sign In” button. You can then enter your email address under the section titled “Forgot your login name?” and press submit.
 - If you are unsure of your password, you can change it by clicking the “Login Help?” link below the “Sign In” button. You can then enter your login name under the section titled “Forgot your password?” and press submit.
 - If you are still experiencing issues or are unsure what email address is on file, please reach out to your authorized security dealer for further assistance.
- [What is Geo Services and how can I set it up?](#)

This feature lets you create location-based alerts and rules based on the location of one or more phones, or “Geo-Devices.”

1. If you would like to activate the Geo-Services functionality on your mobile device, you will need to first activate it through the mobile app. Log into your app and go to the Settings Menu > Geo-Services > Turn on the Geo-Services option by toggling the switch to the on position.
2. Once you have enabled Geo-Services on your mobile device, please log into the customer website > Mobile > Geo-Services > “+ Add a Fence”. When adding a fence you will create a virtual fence that can send location-based alerts and rules based on the location

You may disable Geo-Services for your mobile device at any time via the website or the mobile app.

- [Can I give someone login access to the app/site with custom permissions?](#)
In order to create a new login for the Alarm.com site or the app, please log into your master account via internet browser > Profile > Manage Logins > “Add a Login” in bottom-right corner of screen > Create a login name for the user and enter that users email address and select the language they’d like the text on the customer site to appear > Submit. At this point you have the ability to edit and customize the permissions of this user, defining the access this user will to each product/feature.
- [Why is the app displaying a different status of my sensor than online?](#)
There are a few reasons that your sensor’s status is different on the app than online. Below are a few reasons that could cause the status to be different on the app and the website.

- Your phone may have poor internet connection due to its cellular connection at the moment. You can connect your phone to a local WiFi signal or wait until you can get your phone to an area with a stronger cellular signal.
- The app is out of sync and needs to be refreshed manually. Usually the app will automatically update with sensor status changes, but refreshing the page will ensure that it is pulling the correct status. In order to refresh the page you can wipe down on the home page and let go. A “refresh circle” will appear to confirm that page is updating.

- [Why did my phone get logged out from my account?](#)

There are a few reasons that you may have been logged out of your account.

- You have not chosen the “keep me logged in” option which needs to be checked when you are entering your login credentials.
- You updated your app to the most recent version. When you update the Alarm.com app you may have to re-enter your credentials in order to log back in the first time after it’s been updated.
- The master user of the account deleted your login name.
- One of the users chose to “Disable Automatic Login to this Account”. This is a feature that allows a user to log out all users from the mobile app the next time they attempt to view the app.

- [Is there an app for the Kindle?](#)

Yes, the Android app is compatible with the Kindle Fire. Go to Amazon App store > Search Alarm.com > Download the gray/silver icon with the Alarm.com logo.

Alternatively if you have installed the “Google Play Store” app on your Kindle Fire you can also download the most current version of the Alarm.com app through there.

- [Can I access more than one account with one login? How do you switch between accounts?](#)

Yes, through a feature called Multi-system access you can link multiple accounts together and switch between them in the Alarm.com app.

In order to switch between accounts you must first link the customer accounts to your master account through the Alarm.com customer website. To do this, log into the Alarm.com customer account in a browser > Multi-System Access > Add System > add the credentials to the account you’d like to link with this account > Submit. Follow the same process for each of the accounts you’d like to link through Multi-System Access.

Once additional accounts have been linked to your master account through the customer website, please log into your Alarm.com app. In the upper-left corner of the app, select the menu icon (3 small parallel lines) which will open up the left side features/settings pane. Select your system’s name at the top of the screen and a drop-down list of the other accounts linked will appear. Choose the account you would like to switch to and you will immediately see the new accounts

- [Is there a BlackBerry 10 app?](#)
We do not currently have a BlackBerry 10 app, however our mobile website (m.alarm.com) allows up to 10 users at a time to enjoy the Alarm.com features in a mobile-friendly format on their phone. The mobile site, m.alarm.com, is very similar to our mobile apps in terms of design and functionality and provides an excellent Alarm.com interactive experience.
- [Is the Windows Phone app compatible with the Surface or other Windows tablets?](#)
Alarm.com has a Windows Phone app that is compatible with Windows Phone 7 Operating System (WP7 OS) and higher. Currently the Windows Phone app is not compatible with Windows tablets at this time. If you would like to use Alarm.com on a Windows tablet we recommend using our mobile site, m.alarm.com. This site allows up to 10 users at a time to enjoy the Alarm.com features in a mobile-friendly format on their phone. The mobile site, m.alarm.com, is very similar to our mobile apps in terms of design and functionality and provides an excellent Alarm.com interactive experience.
- [Is Geo-Services available on the Windows phone app?](#)
Alarm.com has investigated the location services technology on Windows phones, and at this time, it does not support our requirements for offering Geo-Services. We hope to be able to offer this feature in the future.
- [Is Garage Door Control \(LiftMaster\) available on the Windows phone app?](#)
At this time, LiftMaster Garage Door Control is not available on the Alarm.com Windows phone app. We are looking into adding it in a future update.
- [Why does the old design of the Android/iPhone app download instead of the new design?](#)

Android:

Your phone's operating system's version is between versions 2.1 and 2.3.3. Until your operating system has been updated to higher than 2.3.3 you will only be able to download the older app design.

iPhone:

Your phone's operating system's version is below version 7.0. Until your operating system has been updated to version 7.0 or higher, you will only be able to download the older app design.