Create a new login

Individual logins for each website and app user can be created from the website. There is no limit to the number of logins that can be created.

Note: Only users with Master Control permissions can create new logins. For further assistance, contact the account administrator.

To create a new login using the website:

1. Log into the website.
2. Click **Users**.
3. Click **Manage Logins**.
4. Click **Add a Login**.
5. In the *Email Address* field, enter the new user's email address.
6. In the *Login Name* field, enter the new user's desired login name.
7. Using the *Language Preference* dropdown menu, select the new user's language preference.
8. Click **Save**.
9. On the *Manage Login Permissions* page, select either **Master Control**, **Full Control**, **Read Only**, **Limited Device Access**, or **Custom**. This will give the login permission to access various website features.
    - If no permissions are selected and saved:
        - On the website, the login is able to view only the welcome card, sensors, and activity. The login is not able to perform any changes except to their *Login Information.*
        - On the app, the login is able to view only trouble alerts, weather, and history. The login is not able to perform any changes except to their *App Settings.*
10. Click **Save**.

Note: New users will receive an email containing their username and 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.

Permissions

Permission	Description
Master Control	Users with Master Control will have all of the permissions of the primary account user, including the ability to manage website logins and change profile information such as the primary email address and phone number for the account. Master Control users will not receive certain types of account notifications that go only to the primary user (e.g. user code changes and invalid email addresses for secondary contacts).
Full Control	Users with Full Control will have all of the *Full Control* permissions described in the *Custom* permissions sections, along with most of the website and mobile app functionality available to the primary account user. They will not have the ability to manage website logins, and they will not receive certain types of account notifications that go only to the primary user (e.g. user code changes and invalid email addresses for secondary contacts).
Read Only	Users with Read Only permissions will be able to see most of the website pages and settings for the account, including the User Codes and Live/Saved Video pages, but will not be able to make any changes to account settings, arming state, device status or view saved video. These users cannot see the Manage Logins page.
Limited Device Access	Users with limited device access will only be able to control and observe the specified devices. **Note**: Access to view the account's activity (i.e. Activity, Reports, Wellness, etc.) is restricted on the website and app when the Limited Device Access permission is chosen.
Custom	You can create a Custom Role to fit your exact requirements for this user. Use the checkboxes below to include a specific type of permission, and then decide what level of control to provide the user (Read Only or Full Control). You can always come back and change this in the future. **Note**: You will be able to view additional website and mobile content not listed in the Custom permissions, such as current system status, system history, their own password settings, and the system equipment list.

Create a new user code

New system user codes can be created using the website or app.

Important: User codes cannot be edited while the security system is armed. Verify the security system is disarmed before attempting to edit a user code remotely.

Create new system user codes using the website

To create new system user codes using the website:

1. Log into the website.
2. Click **Users**.
3. Click **Add User**.
4. In *User Information*, enter the user's first and last name.
5. Using the *Language Preference* dropdown menu, select the user's language preference.
6. To add user contact information, click **+ Add**. Then click either:
   - **Mobile Number (SMS)** to add a mobile number. Enter the mobile number, and select the *Country* and *Provider* using the dropdown menus.
   - **Email Address** to add an email address. Enter the email address, and select the *Email Format* to receive notifications in.
7. In *Access Control,* click to select the devices the user should have access to.
8. In *Access Code*, enter the user's new access user code.
9. In *Schedules*, select either **At All Times** or **Limit access times** to determine when the user code has access to the devices.
10. Click **Save**.

Allow a few minutes for new user codes to be active at the panel. If the new user code does not work at the panel or you have additional questions, contact your service provider.

Create new system user codes using the app

To create new system user codes using the app:

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 **Panels**.
7. In *Access Code*, enter the user's desired code.
8. In *Devices*, tap to select either:
    - **Full Access** to allow access to all devices on the system. This includes the panel and any locks on the system.
    - **Selected Device** to select specific devices the user has access to. For example, use this option if the user should have access to the security panel but not the locks.
9. Tap **Save**. Allow a few minutes for the new user code to be active at the panel.
10. If the user should only have access to the devices during specific times, then tap **Time** on the *Edit User* page. Select the desired access period for the user, then tap **Save**.
11. To add user contact information, tap **+ Add Contact**. Then tap either:
    - **Mobile Number**. Enter the mobile number, and select the *Country* and *Provider* using the dropdown menus.
    - **Email Address**. Enter the email address, and select the *Email Format* using the dropdown menu.

Allow a few minutes for new user codes to be active at the panel. If the new user code does not work at the panel or you have additional questions, contact your service provider.

Arm the system remotely

Arming the 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.

Note: If the system is not arming properly, check to see if there are any unbypassed sensors that are open. If the system continues to be unable to arm remotely, contact your service provider.

Arming options

When arming using the website or app, some of the following options may be available for you to select. Options vary depending on your system's configuration.

- *Silent Arming* - This allows you to arm the system without any noise. By default, the panel makes exit delay beeps when you arm your system.
- *No Entry Delay* - This allows the system to bypass the entry delay once the system is armed. Entry delay is the time set to allow you to walk from an entry/exit zone to the location of your panel to disarm the panel.
- *Bypass Open Zone*s - This allows the system to 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. Zones that are bypassed will not trigger an alarm on the system.

To arm the system using the website:

1. Log into the website.
2. Click in the *Security* card.
3. Select the desired arming options, if applicable.
4. Click either **Stay** to arm the system to stay mode, or **Away** to arm the system to away mode.

To arm the system using the app:

1. Log into the app.
2. In the *Security System* card, tap .
3. Select the desired arming options, if applicable.
4. Tap either **Arm (Stay)** to arm the system to stay mode, or **Arm (Away)** to arm the system to away mode.

To arm the system using Scenes:

Scenes allow users to configure a button on the website and app that triggers multiple actions across multiple devices at once.

1. Log into the website or app.
2. In *Scenes*, select the Scene you want to run that includes the arming command.
3. Confirm that you want to send the command to run that Scene.

Disarm the system remotely

The system can be remotely disarmed or put into a non-alarm state when the system is occupied.

To disarm the system using the website:

1. Log into the website.
2. In the *Security* card, click the shield icon that indicates the current arming state.
3. Click **Disarm**.

To disarm the system using the app:

1. Log into app.
2. In the *Security System* card, tap the shield icon that indicates the current arming state.
3. Tap **Disarm**.

To disarm the system using Scenes:

Scenes allow users to configure a button on the website and app that triggers multiple actions across multiple devices at once.

1. Log into the website or app.
2. In *Scenes*, select the Scene you want to run that includes the disarm command.
3. Confirm that you want to run that Scene.

Create a sensor activity notification

A sensor activity notification notifies recipients when a sensor is opened or activated.

To create a sensor activity notification using the website:

1. Log into the website.
2. Click **Notifications**.
3. Click **+ New Notification**.
4. Click **Sensor Activity**.
5. Name the new notification rule.
6. In *When any of these sensors are open or activated*, click to select the sensors to monitor.
   - If you do not see the sensor you want to monitor, verify monitoring is enabled for it.
7. In *During this time frame*, select either:
   - **At All Times** to receive a notification every time the selected sensors are opened or activated.
   - **Only During the Following Times** to specify a specific time to receive notifications when the selected sensors are opened or activated.
8. In *Notification Filtering*, click to select any desired notification filtering settings.
9. Click **+ Add Recipient**.
10. In the *Address book,* click to select the recipients to notify, or click **+ New** to add a new *Address Book* recipient.
11. Click **Close**.
12. Verify the notification is configured with the correct settings.
13. Click **Save**.

To create a sensor activity notification using the app:

Note: If you do not see the options, verify the app is on the most updated version.

1. Log into the app.
2. Tap Menu.
3. Tap **Notifications**.
4. Tap + .
5. In *Create Your Own,* tap **Sensor Activity**.
6. Name the new notification rule.
7. In *When any of these sensors are open or activated*, tap to select the sensors to be monitored.
8. In *During this time frame*, tap to select either:
    - **At All Times** to receive a notification every time the selected sensors are opened or activated.
    - **Only During the Following Times** to specify a specific time to receive notifications when the selected sensors are opened or activated.
9. In *Notification Filtering*, tap to select any desired notification filtering settings.
10. Tap **+ Add Recipients**.
11. In the *Address book,* tap to select the recipients to notify, or tap **+ Add Contact** to add a new *Address Book* recipient.
12. Tap **Close**.
13. Verify the notification is configured with the correct settings.
14. Tap **Save**.

Create/edit an alarm notification

An alarm notification notifies recipients via email, SMS text, or push notification when there is an alarm event at the property.

To create an alarm notification using the website:

1. Log into the website.
2. Click **Notifications**.
3. Click **+ New Notification**.
4. Click **Alarm**.
5. Name the new notification rule.
6. In *When Alarm of type*, click to select the alarm types to be notified about.
7. Using the *Is reported by* dropdown menu, select either:
    - **Any Sensor** to be notified about any sensor alarms.
    - **Specific Sensor** to only be notified about specific sensors you select.
8. To choose notification recipients, click **+ Add Recipient**.
9. Click the entries in the *Address book* that are to be notified, or click **+ New** to add a new *Address Book* entry.

    Note: Do not choose to send a Duress Panic SMS or push notification to a potential Duress Code user.

10. Click **Close**.
11. Verify the notification is configured with the correct settings.
12. Click **Save**.

To create an alarm notification using the app:

1. Log into the app.
2. Tap ≡ .
3. Tap **Notifications**.
4. Tap + .
5. Tap **Alarm**.
6. Rename the rule.
7. Under *When Alarm of type*, tap to select the alarm types to be notified about.
8. In the *Is reported by* dropdown menu, tap to select which sensors are to be monitored.
9. Tap **+ Add Recipients**.
10. Tap the entries in the *Address book* that are to be notified, or tap **+ Add Contact** to add a new *Address Book* entry.

    Note: Do not choose to send a Duress Panic SMS or push notification to a potential Duress Code user.

11. Tap **Close**.
12. Verify the notification is configured with the correct settings.
13. Tap **Save**.

View saved video

Saved video from video devices can be viewed from the website and the app.

To view saved video using the website:

1. Log into the website.
2. Click **Video**.
3. Click **Saved Video Clips**.
4. Click the desired clip to play it.

Saved video page functions using the website

Selected clip functions:

- To select/deselect all clips, click the *Select/deselect all clips* icon.
- To play selected clips, click ▶.
- To download selected clips, click .
- To rename selected clips, click .
- To protect selected clips, click .
- To delete selected clips, click .
- To view the save video settings of the selected clip's video device, click .
- To view the upload limit status, click **Upload Limit**.
- To switch between gallery and list view, click the *Gallery View* or *List View* icons.

Search functions:

- Using the *All cameras* dropdown menu, select the desired camera to include in the search.
- Click the *Include protected clips* icon to include protected clips.
- Click the *Include unprotected clips* icon to include unprotected clips.
- Click to include deleted clips.

  Note: Once a clip is deleted, the clip cannot be retrieved. Deleted clips will only include summary information about the clip.

- Enter a clip name in the *Clip description* field to include a specific clip description.
- Use the *Trigger* dropdown menu to select the desired triggers to include.
- In the *From:* and *To:* fields, select a date range to include.

Browse functions:

- Using the *Show:* dropdown menu, click to select the desired number of clips to show per page.
- In *Go to page:* click the desired page to show.

To view saved video from the app:

1. Log into the app.
2. Tap ≡.
3. Tap **Video**.
4. Tap **Saved**.
5. Tap ▶ on the desired clip to play it.

Saved video page functions using the app

- Tap ▶ to play the selected clip.
- Tap ⋮ to expand additional options:
  - Tap **Protect** to protect the selected clip.
  - Tap **Deleted** to delete the selected clip.

Filter page functions using the app

- Tap to open the filter page:
  - Tap to select **Recommended Defaults** to use the default filter settings.
  - In *Cameras*, tap to select the desired video device to view.
  - In S*how*, tap to select the desired clip range.
  - In *Clip Trigger*, tap to select the desired recording triggers.
  - In *Description*, enter the desired clip name.
  - In *Protected*, tap to select/deselect **Only protected clips**.

Change a password

Updating user passwords for website and app users helps keep the system secure.

Note: The new password cannot be the same as the previous password. The new password must be at least 7 characters, including at least one letter and one number.

To change a password using the website:

1. Log into the website.
2. Click **Settings**.
3. Click **Login Information**.
4. Click **Password**.
5. In the *Current Password* field, enter the current password.
6. In the *New Password* field, enter the new password.
7. In the *Verify Password* field, enter the new password again.
8. Click to select **Log out all devices** if it is desired to log out all devices that are using the current password.
    - This option is useful when a password change is performed because of a device change or a lost/compromised device.
9. Click **Save**.

To change a password using the app:

1. Log into the app.
2. Tap ☰ .
3. Tap **Login Information**.
4. Tap **Password**.
5. In the *Current Password* field, enter the current password.
6. In the *New Password* field, enter the new password.
7. In the *Verify Password* field, enter the new password again.
8. Tap to select **Log out all devices** if it is desired to log out all devices that are using the current password.
    - This option is useful when a password change is performed because of a device change or a lost/compromised device.
9. Tap **Save**.

Change a sensor name

Security sensors names can be managed remotely using the website.

To change a sensor name:

Sensor names can only be updated using the website. They cannot be updated using the mobile app. For further assistance, contact your service provider.

1. Log into the website.
2. Click **Settings**.
3. Click **Devices**.
4. In the *Devices* window, click **Devices**.
5. In the *Sensor Name* column, enter the new name for the desired sensors.

6. Click **Save**.

Change a video device name

Video device names can be customized for easier system management.

To change a video device name using the website:

1. Log into the website.
2. Click **Video**.
3. Click **Settings**.
4. Using the *Video Device* dropdown menu, select the video device to be edited.
5. Click **Video Device Info**.
6. In the *Video Device Name* field, enter the new name.
7. Click **Save**.

Change an email address

Keeping the primary email address updated on your account helps keep your system secure.

Note: The email address of secondary logins cannot be changed once created. Delete the secondary login with the incorrect email address and create a new login with the correct email address.

To change an email address using the website:

1. Log into the website using the primary login of the account.
2. Click **Settings**.
3. Click **Login Information**.
4. In *Login Information*, click **Email Address**.
5. Enter the new email address in the *Email Address* field.
6. In the *Current Password* field, enter your current password.
7. Click **Save**.

To change an email address using the app:

1. Log into the app using the primary login of the account.
2. Tap. ☰
3. Tap **Login Information**.
4. Tap **Email Address**.
5. Enter the new email address in the *Email Address* field.
6. In the *Current Password* field, enter your current password.
7. Tap **Save**.

Take an Image Sensor image (Peek-In)

Image Sensor Peek-Ins allow users to take on demand Image Sensor snapshots from the website and the app.

Peek-In Now captures an image right away, regardless of motion.

Peek-In Next Motion captures an image the next time the sensor detects motion. The Peek-In Next Motion command does not time out over a period of time, it remains active until the Image Sensor detects motion to capture.

To request an Image Sensor Peek-In using the website:

1. Log into the website.
2. In the *Image Sensor* card, click .
3. Next to the desired Image Sensor, click either:
    - to have the Image Sensor capture an image the next time the Image Sensor detects motion.
    - to have the Image Sensor capture an image immediately.
4. The image will be uploaded to the Image Sensor *Event Gallery*. When the image is available for viewing a notification will be sent to all Peek-In notification recipients.

To request an Image Sensor Peek-In using the app:

1. Log into the app.
2. Tap ≡ .
3. Tap **Images.**
4. Tap .
    - Tap **Peek-In Now** to have the Image Sensor capture an image immediately.
    - Tap **Peek-In Next Motion** to have the Image Sensor capture an image the next time the Image Sensor detects motion.
5. The image will be uploaded to the Image Sensor *Event Gallery*. When the image is available for viewing a notification will be sent to all Peek-In notification recipients.

To configure Peek-In recipients using the website:

1. Log into the website.
2. Click **Automation**.
3. On the *Peek-Ins & Manual Image Uploads rule*, click .
4. To choose notification recipients, click **+ Add Recipient**.
5. Click to select your desired recipients from the *Address book*, or add an unlisted recipient by clicking **+ New**.
6. Click **Close**.
7. Verify the rule is configured with the correct settings.
8. Click **Save**.

Turn sensor activity monitoring on/off

Sensor activity monitoring (SAM) allows users to view the current status of the system's sensors on the website and app.

Once SAM is enabled for sensors, sensor activity notifications can be configured to receive direct notifications about a sensor's activity via email, text message, or push notification.

Turning sensor activity monitoring on/off video tutorial

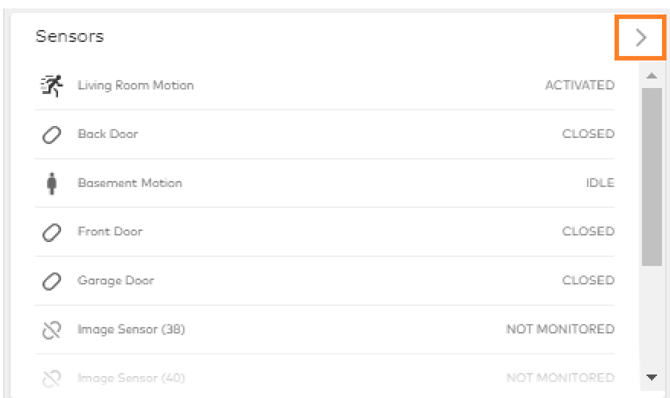
The following is a tutorial about turning on/off sensor activity monitoring.

To turn sensor activity monitoring on or off:

This setting can only be updated using the website. For further assistance, contact your service provider.

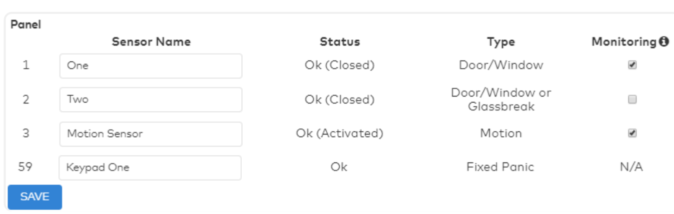
1. Log into the website.

2. In the *Sensors* card, click .



3. In the *Monitoring* column, click to select the sensors that should have sensor activity monitoring.

   In the following example, sensors 1 and 3 have SAM enabled, sensor 2 has SAM disabled, and SAM is not available for the fixed panic keypad.



4. Click **Save**.

View the system activity history

The system activity history shows system, website, and user activity that occurred within the past 60 days.

For further assistance, contact ADT Fire & Security on 0344 800 1999.

To view the system activity history using the website:

1. Log into the website.
2. Click **Activity**.
3. By default, the last 100 events are displayed on the first page, up to 10 pages of events appear at a time. 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 *All Devices* dropdown menu to view activity from specific devices.
     - Using the *All Events* dropdown menu to view activity from specific events.
     - Using the calendar options to view activity between specific dates within the past 60 days.

To view the system activity history using the app:

The history on the app shows a maximum of 200 events. To view more than 200 events, view the activity history using the website.

1. Log into the app.
2. Tap .
3. By default, the last 25 events display.
   - To further filter the activity displayed:
     a. Tap **History**.
     b. Tap to select the range of events and the type of events to display.
     c. Tap **Apply**.

Delete a system user code

Deleting unused system user codes help keep the system secure.

Important: User codes cannot be deleted while the security system is armed. Verify the security system is disarmed before attempting to delete a user code remotely.

Delete a system user

Performing the following steps removes all of the user's information (e.g., associated email address, phone number, etc.) from the entire system.

To delete a system user using the website:

1. Log into the website.
2. Click **Users**.
3. Click 🗑 for the user to be deleted.
4. Click **Delete User** to confirm that you want to delete the user and all of the addresses associated with it.

To delete a system user using the app:

1. Log into the app.
2. Tap ≡.
3. Tap **Users**.
4. Tap ··· for the user to be deleted
5. Tap 🗑 **Delete**.
6. Tap **Delete** to confirm that you want to delete the user and all of the addresses associated with it.

Remove a user's security system access

Performing the following steps only removes the user's access to the security system, but retains all of the user's additional information (e.g., associated email address, phone number, etc.).

To remove a user's security system access using the website:

1. Log into the website.
2. Click **Users**.
3. Click for the user to have access removed.
4. In *Access Control*, click to uncheck the access points that the user code should no longer have access to.
5. Click **Save**.

To remove a user's security system access using the app:

1. Log into the app.
2. Click **Users**.
3. Tap ☰.
4. Tap **Users**.
5. Tap ⋯ for the user to be deleted.
6. Tap **Edit**.
7. Tap **Panels**.
8. On the *Device Access* page, tap the toggle switch to disable the access points that the user code should no longer have access to.
9. Tap **Save**.

Export the system activity history

Exporting the system activity history is useful for storing key records and gaining new insights for your system. The system activity history can be exported as a .cvs or PDF file using the website. The activity history can display the activity history of the past 60 days or up to 1,000 events.

Note: Only 1,000 events can be exported at a time. If an activity history contains more than 1,000 events, more filters need to be applied to narrow the scope of the activity history.

To export the system activity history:

1. Log into the website.
2. Click **Activity**.
3. In *Device Type*, use the dropdown menu to select the devices to search for.
4. In *Event Types*, use the dropdown menu to select the events to search for.
5. Select a date range for the system activity request.
6. Click **Go**.
7. Click either **Export to Excel (.cvs)** or **Export to PDF file**.

Best practices when changing phones

When switching to a different phone for any reason, there are a few things to be aware of to ensure minimal disruption of your service. The following are suggestions for information and features that should be verified when the swapping to a different phone.

Primary phone contact

When swapping to a different phone that was associated with the primary login, the primary phone contact on the account should be updated if the number is different. This ensures that the primary contact is up to date in case the primary contact needs to be reached for any reason.

Rules and notifications

The rules and notification on the account should be updated to reflect any phone swaps that are performed. The new phone should be added to the contact recipients for any desired rules and notifications, and the old phone should be removed from any rules or notifications. This ensures minimal disruption in system usage and notifications.

Geo-Services

When swapping to a different phone, update the Geo-Service's list of phones that are attached to the account. In this case, delete the old phone from the Geo-Devices list on the account and add the new phone to the list.

Monitoring station contact information

When changing phones, the monitoring station needs to know if the location of the number changes, or if any of the Emergency Contact phone numbers have changed.

If the option to change the monitoring station contact information is not available on the website, then it is necessary to contact your service provider for more information.

CONTACT DETAILS		
Installation Planning Team 1850 270 270 **www.adt.ie/existing-customers**	**Purchase Additional Devices/New Sales Enquiries** 0185 257 257	**ADT Customer Service Team** 0185 257 257