
How to create an Alarm.com customer account

Before account creation:

Important: Create the customer account at least 1 hour before installing the system. This allows the module to become integrated with the Alarm.com network.

1. If the account is forwarding signals to a monitoring station, verify the monitoring station is registered before beginning the customer account creation process. For more information about registering monitoring stations, see [Add a new monitoring station](#).
2. Find the serial number or IMEI for the Alarm.com cellular module to be installed in the customer's security system.
3. Collect the customer's information, including:
 - Property type
 - Full name
 - Email address
 - Phone number
 - Language preference
 - Address (including street address, city, state, zip code, and time zone)

Note: Service providers can create accounts for customers in any state, but restrictions based on country may apply.

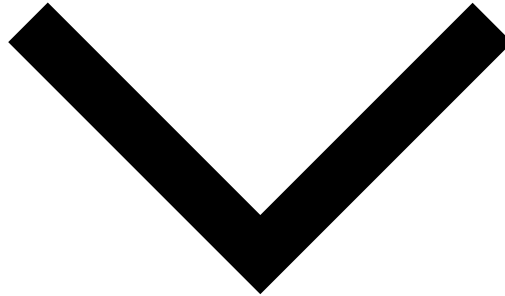
4. Collect the customer's desired login name for accessing Alarm.com through the Customer website and Customer app. If the customer does not have a preferred login name, a suggested login name can be generated during the account creation process.

Customer account creation process

The customer account creation process is completed on the MobileTech app or Partner Portal. If the customer account creation process is left before completion or there is a session timeout, users have the option to continue the process rather than starting over from the beginning. To resume an incomplete account creation, follow the procedure to begin creating a new account, then click **Continue On This Customer**.

Important: Once the customer account creation process is completed, customers with security system accounts will not be able to log in to the Customer website or Customer app until the panel has started communication with Alarm.com.

Expand all



Begin the customer creation process

To begin the customer creation process using the Partner Portal:

1. Log in to the Partner Portal.
2. Mouse over *Customers*, then click **Create New Customer**.
3. In *Create Customer*, click **Get Started**.

★ Account Creation

Account Creation



Create Customer

Create a customer account for today's installation. You will be charged once the customer is created.

GET STARTED

[Show me how](#)



Create Commitment

Store customer information ahead of time at no charge for a quick installation.

GET STARTED

[Show me how](#)



Activate Commitment

Create a customer from a preconfigured commitment. You will be charged once the commitment is activated.

GET STARTED

[Show me how](#)

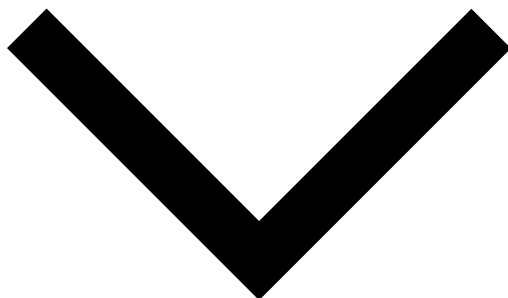
Create Virtual Customer

Simulate a real system when demoing functionality to a customer.



To begin the customer creation process using the MobileTech app:

1. Log in to the MobileTech app.
2. Tap **Customers**.
3. Tap **Create Customer**.
4. Tap **Create Customer**.



Choose the account type

Select the customer account type (i.e., *Security System* or *Standalone Video*), then click **Next**.

Choose Account Type

HELP

☒

Security System
Select for any account that is going to include a security control panel.

Standalone (Access Control, Video, Cellular Sensor and/or Connected Car)
Select for accounts that will only include Alarm.com's Access Control, Video, Cellular Sensor and/or Connected Car solutions (no intrusion security panel).

Automation and Awareness
Select for non-security accounts.

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Note: The following warning appears if a monitoring station has not yet been registered.

Incomplete Monitoring Station Information

×



WARNING: No Monitoring Station or Receiver Number Configured

To create an account with monitoring station forwarding, a monitoring station and receiver must first be configured to your account.

Work with your monitoring station to obtain the information to add a receiver number.

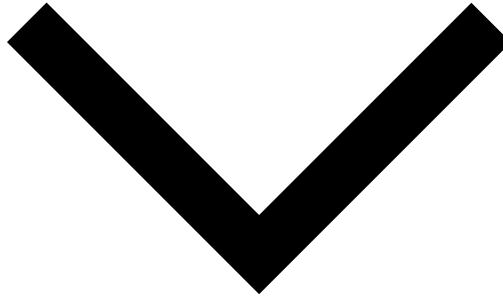
If you'd like to continue, you can create the account without monitoring station forwarding. If needed, the monitoring station information can be added after the account is created.

[How to add a monitoring station](#)

[How to add a receiver number](#)

CONTINUE CREATING CUSTOMER

ADD MONITORING STATION INFO



Enter the customer information

If the current dealer account has multiple linked logins, verify the customer account is created under the correct dealer. If the dealer that the customer is created under needs to be changed, use the *Switch Dealer* dropdown menu to select the desired dealer.

This customer will be created under dealer: Demo Dealer
Switch Dealer: (select) ▼

Enter the customer's contact information, desired login name, address, and any relevant additional information, then click **Next**.

Note: Account name changes can be made within the first 7 days of account creation. Changes after 7 days can be made by requesting a name change. For more information, see [Change the name on a customer account](#).

If the customer has not requested a specific login, click **Suggest Login Name** to generate a suggested one. The customer has an option to change their primary login name after logging into the Alarm.com Customer website.

Note: If the login name selected is not available, the following message appears: *Invalid Login Name: Login already in use. Please enter another login.*

★ Create New Customer [?](#)

Customer Info

System Info

Service Package

Monitoring Station Forwarding

Review

Customer Information

Please enter the customer information for the primary contact on this account.

* Required

Dealer

THIS CUSTOMER WILL BE CREATED UNDER DEALER:
XYZ Dealer

Switch Dealer

(select)

Account

Sub-Dealer

No Sub-Dealer

Property Type* [?](#)

Single Family House

Townhouse

Apartment/Condo

Business

Install Type

Professional Install

Customer

First Name*

Last Name*

Email*

Phone Number*

(201) 555-0123

System Description [?](#)

Language Preference*

English - US

Customer Login Info

Login Name*

Login Name must be less than 100 alphanumeric characters and not already in use.

[Suggest Login Name](#)

Address

Country *

USA

Street 1*

Street 2

City *

State *

(Select)

Zip *

☒ Detect time zone from address

☒ The installation address is the same as the primary contact address

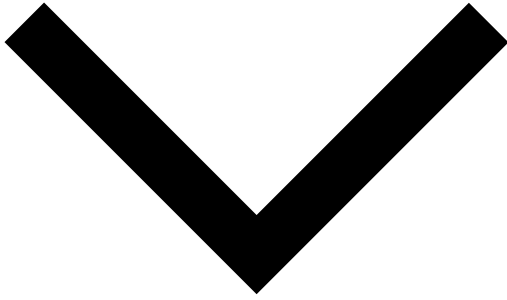
BACK

NEXT

https://answers.alarm.com/Partner/Installation_and_Troubleshooting/Getting_Started/How_to_create_an_Alarm.com_custom...

Updated: Mon, 13 Jul 2026 16:31:55 GMT

Enter the Operations Info & Enrollments information



Operations Info & Enrollments information allows for Sales Tracking (i.e., the customer's Sales Representative), Tech Tracking (i.e., the technician responsible for the customer's account), the length of the contract, and more.

Note: This information is not required for creating a customer account and is entirely optional. To skip ahead to the next step, click **Skip this step**.

Enter the desired *Operations Info & Enrollments* information, then click **Next**.

Operations Info & Enrollments

If you have any additional info, enter that now. If not, skip ahead to the next step.

[Skip this step >](#)

Additional Information

Alternate ID (Optional) ⓘ

Sales Rep: (Optional) ⓘ
Find rep by Last Name, First Name or Login Name

Installer Rep: (Optional) ⓘ
Find rep by Last Name, First Name or Login Name

Contract Length (months) (Optional) ⓘ

Contract End Date (Optional) ⓘ

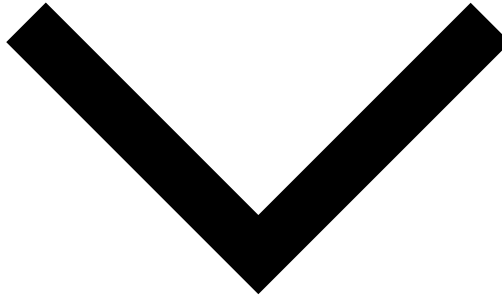
Customer Source (Optional) ⓘ
Not Set

Enrollments

Enrolled in Maintenance (Optional) ⓘ
N/A

BACKNEXT

Note: If *Video Clip Recordings* displays in *Enrollments*, this can be set to **Disabled** if the customer does not need the ability to record video clips to the cloud. Local storage (i.e., SVR and Onboard Recordings) is still available through service package options.



Enter the system information

1. In the *15-Digit Module Serial Number / IMEI* field, enter the module's serial number or IMEI, depending on the module being installed, then click **Validate**.

Note: If the serial number is for a System Enhancement Module (SEM), the current installer code will be required to continue.

★ Create New Customer ?

Customer Info System Info Service Package Monitoring Station Forwarding Review

System Information

Note: To comply with network sunset plans and ensure the best experience for customers, Alarm.com will no longer allow new 3G account creations in the United States starting July 01, 2019.

Please enter the modem serial or IMEI below, and validate to continue.

15-Digit Module Serial Number / IMEI ?

VALIDATE

Serial number help ▾

BACK NEXT

Note: If using Rogers (Canada) for the cellular network, check coverage using Roger's [Network Coverage webpage](#).

- To find the location of the serial number based on panel type, click **Serial number help**.

The following image is an example of the results for a Simon XT module - AT&T:

Serial Number Help

Select image from dropdown:

XT/XTi Module - AT&T

On the Simon XT and XTi panels, the Alarm.com Serial Number will be labeled as the SN number.

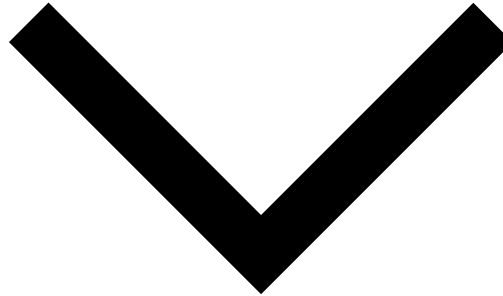
The serial number can be found on the module packaging or on the module. On the XTi, this information can be accessed through 'Programming' > 'Interactive Services' > Module Status. On the XT, the serial number can be displayed by holding the '1' key for 10 seconds. The serial number follows "SN".



For more information about which numbers should be used for a module when creating a new customer, see [Find the serial number on a module](#).

Note: When creating a customer account using the MobileTech app, tap  for the option to scan the serial number using the mobile device's camera.

2. Click **Next**.



Select the communication pathway

1. Once the *Additional Settings* appear after validating the serial number, select the communication pathway for the module using the *Communication Pathway* dropdown menu.

Note: If no pathway is selected, then the module will use the default communication path listed by *Default Communication Pathway*.

★ Create New Customer ?

✓

●

○

○

○

Customer Info

System Info

Service Package

Monitoring Station Forwarding

Review

System Information

Note: To comply with network sunset plans and ensure the best experience for customers, Alarm.com will no longer allow new 3G account creations in the United States starting July 01, 2019.

Please enter the modem serial or IMEI below, and validate to continue.

15-Digit Module Serial Number / IMEI ?

123456789012345

VALIDATE

✓

Detected Control Panel Type: 2GIG EDGE

Additional Settings

Communication Pathway ?

Select

☐ Apply Panel Template Template Not Set What's this?

☒ Apply Default Notifications What are these?

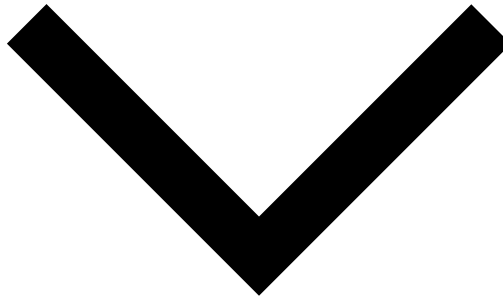
Serial number help

BACK NEXT

2. Select any applicable installation templates:

- Apply panel templates
 - On some security panels, standard programming settings can be saved as a template on the Partner Portal. Selecting that template during account creation saves the selected programming settings to the panel the first time it communicates with Alarm.com, overwriting any existing panel settings. For more information on configuring panel templates, see [How are panel templates applied? \(Downloader Templates\)](#).
- Apply default notifications
 - A default set of notifications that can be applied to a new customer account. These basic notification rules can be edited later by the customer without impacting the saved defaults. For more information about updating the default notifications, see [Update default notifications applied to new customer accounts](#).

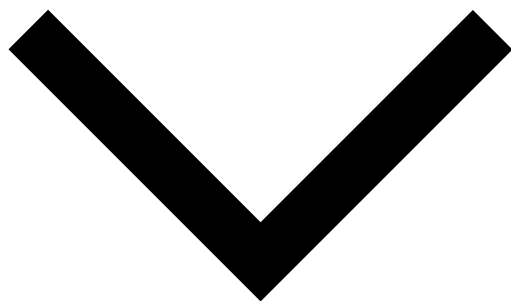
3. Click **Next**.



Choose the service package

Select the desired service package, and click to select any add-ons for the customer to have. Verify all desired features are included in *Selected Package Summary*, then click **Next**.

Create or add to an existing Enterprise group (if applicable)



Accounts with a *Commercial* or *Commercial Plus* service package and have the *Enterprise Security Console* add-on selected will have the option to add the account to an existing Enterprise group or create a new Enterprise group. This is an optional step that can be skipped and updated at a later time if desired.

For more information about adding a location to an Enterprise group, see [Add a location to an Enterprise system](#).

Add To Group

This account includes the Enterprise Security Console (ESC) add-on and can be added to an enterprise group. You can skip this step if you do not want to add this account to a group at this time.

☒ Choose Existing Group

(Enter group name or ID, and choose group from auto-completed list.)

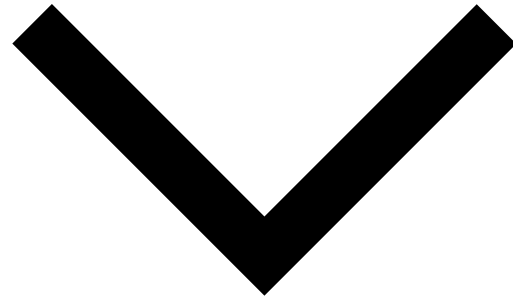
☐ Create New Group

(Enter name of the new group. The primary login for this account will be the administrator for this group.)

BACK

SKIP

CONTINUE



Select monitoring station forwarding settings

All Alarm.com service packages for security accounts include the ability to forward alarms to a monitoring station.

1. In *Monitoring Station Forward Signals*, click to select one of the following:
 - **Always** if the cellular module should always forward signals to the monitoring station.
 - **Only if the Phone Line Fails** if the cellular module only forwards signals if the phone line attached to the panel fails to report signals.
 - **Never** if the cellular module is not going to be forwarding signals to a monitoring station.
 - If *Never* is selected, skip the next steps and click **Next**.
2. If a phone line is going to be connected to the panel, click to select **Phone Line Connected**.
3. Using the *Receiver* dropdown menu, select the receiver number signals are forwarded to. For more information about creating new receivers, see [Monitoring station signaling paths using Alarm.com](#).
4. In *Account Number*, enter the customer's account number with the monitoring station.
5. In the *Events to Forward*, click to select all events that should be forwarded to the monitoring station.

6. Click **Next**.

Customer Info

System Info

Service Package

Monitoring Station Forwarding

Review

Monitoring Station Forwarding

Monitoring Station Forward Signals

Always

Only If The Phone Line Fails

Never

☐ Phone Line Connected

UL/ETL Settings

Receiver Information

Monitoring Station Name

No Monitoring Station

Receiver

(none)

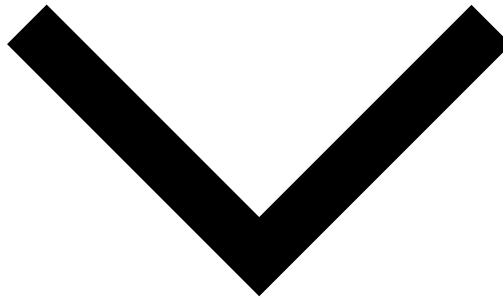
Filter Text

FILTER

* The receiver you have selected does not support the interactive Cancel/Verify feature and it will not appear in the customer's mobile app.

Account Number

VIEW ADDITIONAL RECEIVER INFORMATION



Confirm new customer information

The last page provides a summary to review all of the information to confirm that it is correct. To make changes, click the **Edit** link for the relevant section.

If the account information is correct, click **Create Account**.



Review

Almost done! Please review the information below and then click "Create Account" to finish the customer account creation process.



Account Type

[EDIT](#)

Account Type: **Security System**

Customer Info

[EDIT](#)

Sub Dealer:

Property Type: **Single Family House**

Install Type: **Professional Install**

Customer Source: **Not Set**

First Name: **Example**

Last Name: **User**

Email: **example@email.com**

Phone Number: **612-555-1234**

System Description: **Example system**

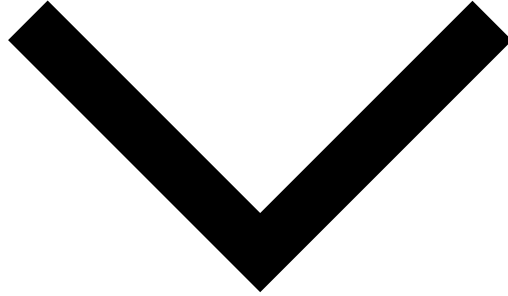
Language Preference: **English - US**

Login Name: **exampleuser**

Address:

Apt, Suite, Bldg:

City: **Bloomington**



Generate a Welcome Letter

After the account has been created, a Welcome Letter can be viewed and printed, and/or emailed to the customer's primary email address. For more information about how to re-send a Welcome Letter, see [Send a Welcome Letter to a customer](#).

Additionally, an appointment can be scheduled with the new customer. For more information about scheduling and managing appointments, see [Schedule Appointment user guide](#).

Important: For security system accounts, the customer is not able to log in to the Customer website or Customer app until the panel has started communication with Alarm.com.

Account Creation Successful!

Success!

An account has been created for **Jane Doe (11111111)**

[VIEW CUSTOMER INFO](#)

Email a welcome letter to Jane Doe. (Note: The customer will not be able to log in to their account until the system has communicated). >

Print a Welcome to Alarm.com letter to give to Jane Doe when the system is installed. (We recommend that you also print a duplicate for your own records). >

Schedule an Appointment to install Jane Doe's new system. >

To generate a Welcome Letter:

- Click **Email a welcome letter** to send the Welcome Letter to the primary email address of the customer.
 - The emailed Welcome Letter contains a link that the customer can click to set up a password for the Customer website.

The following is an example of the Welcome Letter email:



Getting Started with Sample Dealer

Dear John Doe,

Welcome to Sample Dealer ! To set up your account, please [click here](#).

Login name: JohnDoeExample

With your smart security solution, you'll be able to:

- Create unique access codes for every user
- Stay aware of what's happening with customized alerts and notifications
- Access your system remotely from the web or our free Alarm.com mobile app

If you have any questions please contact us at support@SampleDealer.com

Sincerely,
Sample Dealer

powered by  **ALARM.COM**

- Alternatively, click **Print a Welcome to Alarm.com Letter** to print a copy of the Welcome Letter.
 - The printed Welcome Letter contains the customer's login name, a temporary password, and instructions on how to log in to Alarm.com for the first time. Give a copy of the Welcome Letter to the customer at the time of installation.

The following is an example of the window that pops up:



Getting Started with Sample Dealer

Dear John Doe,

Welcome to Sample Dealer! To login and setup your account, please go to <https://www.alarm.com/login.aspx> and enter the following information:

Login name: JohnDoeExample

Password: pujswux9dt

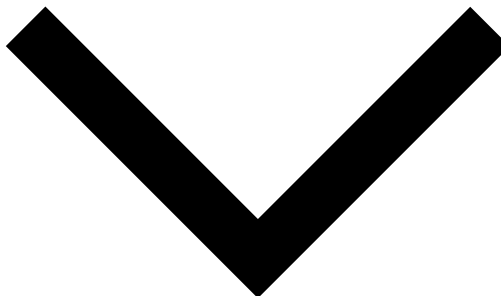
With your smart security solution, you'll be able to:

- Create unique access codes for every user
- Stay aware of what's happening with customized alerts and notifications
- Access your system remotely from the web or our free Alarm.com mobile app

If you have any questions please give us a call at (703) 555-0100.

Sincerely,
Sample Dealer

powered by  **ALARM.COM**



Prepare for on-site installation

Before installing the security system on-site:

1. Verify the correct module serial number is being installed.
 - It is important that the serial number entered during account creation matches the serial number printed on the module installed with the panel. If the serial number does not match, perform a swap module. For more information about swapping a module on the Partner Portal, see [Swap a module for a customer account](#).
2. Wait at least 1 hour after account creation before installing the system on-site.
 - This allows the module to become integrated with the Alarm.com network. The process begins automatically as soon as the account is created.
3. Review the appropriate module installation guide. For the module's installation guide, see the specific panel's module installation guide in [Panels](#).

Important: If the customer has a security account, they will be unable to log in if the security panel has not yet communicated with Alarm.com. Additionally, accounts using a System Enhancement Module (SEM) must perform a successful zone scan before the customer can log in. For more information about communication tests, see [What is a Communication Test?](#).