

Users/Login

Last Modified on 12/23/2022 4:14 pm EST

I am (or one of my users is) having issues logging on to AlarmBiller:

The most common issues with users logging in stem from two places: 1) They are not using the correct URL or 2) They have forgotten their password.

- The URL that you need to use to log in DOES NOT contain 'www.', which is the most common issue with the URL. Your correct URL should have been sent to you or a fellow employee when your company first started. You can also find this URL from anybody else who can successfully get to the login screen or it is at the bottom of all invoices.
- If you have forgotten your password or you just cannot seem to get it to work, follow the link on the login screen labeled 'forgot password'. This will ask you to put in your username and email that is attached to that user. If you do not remember these, an administrator can find these by going to the setup, navigating to the user area, and figuring out the username and email from that page.

If you are having further issues after trying either of these two things, feel free to put in a support ticket by going to the support center (at the top) and then clicking 'new ticket'.

I would like to help a customer be able to log on to the AlarmBiller customer portal so they can make payments:

Here is a link to one of our webinars. Watch about the first 3 minutes to understand how a customer can register themselves to pay online: https://www.youtube.com/watch?time_continue=7&v=A69xGpKa42E

You can also create a user for each customer for them. To do this, go to the customer's page, and then click edit.

Bridgestone Firestone - 1017

[Edit](#)

1655 S Main Street
Akron, OH 44301
Phone: (330) 379-7028
Cell:
Email: mkmarks@me.com
Customer Type: Office
Salesperson: Michael Marks

Status: Active
Priority: Normal
Customer Since: 10/09/2013
Last Statement: 08/30/2016
Term: Due on Receipt
Delivery Method: Email
Deliver RMR Inv: Yes

Open Invoices: \$16,929.89
Open Credits: \$0.00
Unapplied Cash: \$0.00
Balance Due: \$16,929.89
Late Fee Balance: \$2,633.09
Total Balance Due: \$19,562.98
Total RMR: \$373.33
Auto Pay: Credit Card (1111)

Invoices	Credits	Sites/Sys	RMR	Work Orders	Proposals	Payments	CC/eCheck	Notes	Contacts	Utilities
17	0	1	3	1	0	1	13	0	0	

Invoices							Generate Statement	New Invoice
Invoice #	Invoice Date	Due Date	PO #	Total Amount	Amount Due	Action	<input type="checkbox"/> Show All Invoices	

Scroll down to the Customer user area, click the 'add customer user' button, and create a user for the customer. You will need to remember what you give this customer as a username. The password you give them will be a temporary password that they will need to reset upon logging in. There are three main things you will need to relay to this customer so they can properly sign in:

1. the correct site URL (the same URL you and your employees use to log in to AlarmBillr)
2. the customer's username that you gave them
3. the temporary password you gave this customer

One of my customers is having a hard time logging in, how can I help them?

The main issue that customer users have is that they are using the wrong URL, or they forgot their username or password. Discussed above is that the URL for the customer is the same URL you use to log in to AlarmBillr. (If you cannot find this, look at the suggestions above in the first bullet point for the first question of this page.)

To help them understand what their username is, in the second question, we discussed how to make a customer user. When you go to the customer's page, click edit, and scroll down, you will see the customer user area. For the user(s) that you have already created, you will be able to see their username under the username column.

You will not be able to find the customer's password. If the customer is having issues logging in because of their password, click the 'key' button next to their customer user in the customer user area. This will automatically reset the customer's password to Admin123! (this password is case-sensitive and includes the exclamation point).