

AlarmBiller – How to find if customers signup for the customer portal

02/12/2024 10:42 am EST

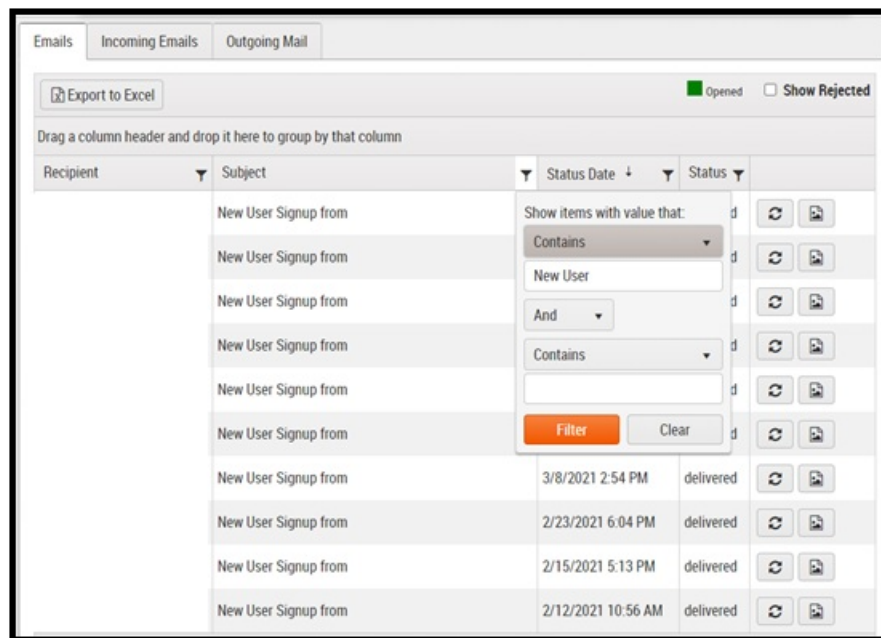
This information can be found by accessing the AlarmBiller menu.

Where to go in AlarmBiller to find if customers sign up for access to the customer portal?

Click on the Setup tab at the top.

Click the Mail / Email Summary report underneath Utilities.

A filter for the Subject column can be used for 'New User'.



The screenshot shows the 'Emails' section of the AlarmBiller interface. It includes tabs for 'Incoming Emails' and 'Outgoing Mail'. Below these is an 'Export to Excel' button and checkboxes for 'Opened' (checked) and 'Show Rejected'. A message 'Drag a column header and drop it here to group by that column' is displayed above a table. The table has columns: Recipient, Subject, Status Date, and Status. A filter dropdown is open over the 'Subject' column, showing 'Show items with value that:' followed by a 'Contains' dropdown menu. The text 'New User' is entered in the search field. Below the search field are 'Filter' and 'Clear' buttons. The table lists several email entries, all with 'New User Signup from' in the Subject column and 'delivered' in the Status column. The dates range from 2/12/2021 to 3/8/2021.

Recipient	Subject	Status Date	Status
	New User Signup from		
	New User Signup from		
	New User Signup from		
	New User Signup from		
	New User Signup from		
	New User Signup from		
	New User Signup from	3/8/2021 2:54 PM	delivered
	New User Signup from	2/23/2021 6:04 PM	delivered
	New User Signup from	2/15/2021 5:13 PM	delivered
	New User Signup from	2/12/2021 10:56 AM	delivered

The subject of the email received by customers is 'New User Signup'.

For a more in-depth or a more granular result, a filter for the 'Recipient' column can be used with the customer's email address.