

AlarmBiller – Password reset

02/12/2024 10:43 am EST

Currently, in AlarmBiller, only the user in question can reset their password.

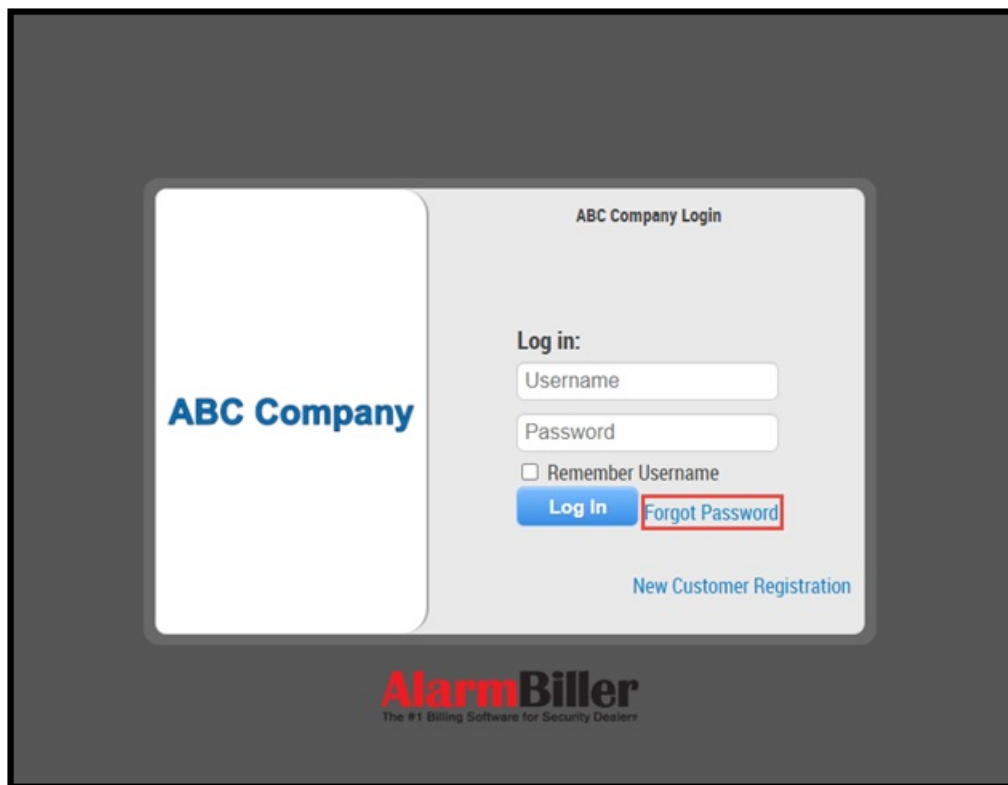
Administrators cannot reset user passwords.

The user will need to access their correct company URL link:

(<https://YOURCOMPANY.alarmbiller.com/>)

Note: replace 'YOURCOMPANY' with your company name/prefix.

User will then click on the password reset button after they confirm that their company logo displays on the left side (in this example ABC Company).



The user needs to make sure their username and email address matches what is on file from when their username was created. (If the information does not match, nothing will happen, no password reset link will be emailed)

User will then receive an email and will follow the steps in the email to reset their password.