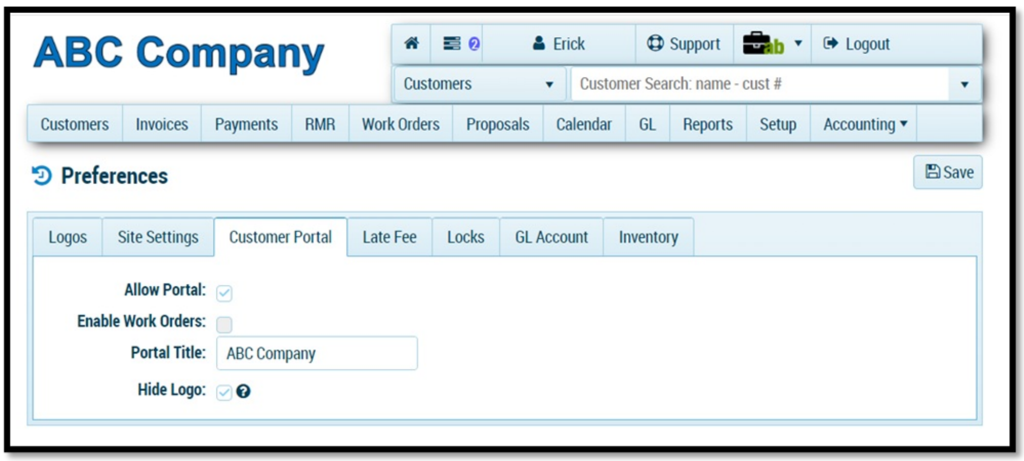
How to Prevent Work Orders from Being Created Through the Customer Portal (AlarmBiller)

06/04/2024 10:15 am EDT

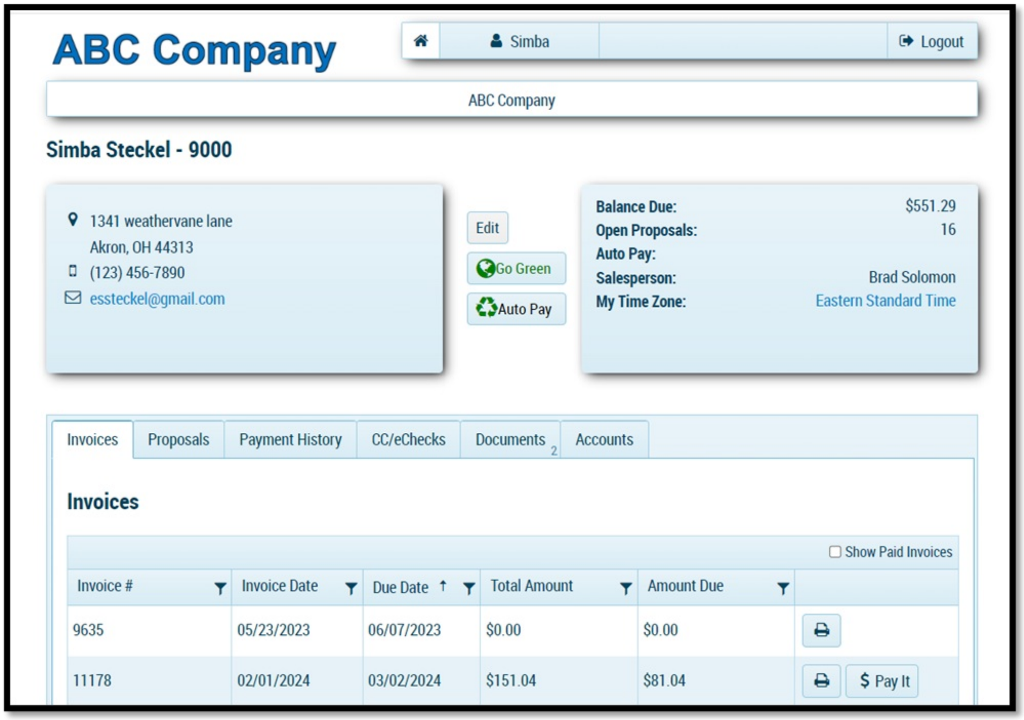
This Dealer disabled the customer portal because they did not want their customers to have the ability to request service from the portal. They did want them to have the ability to pay invoices and add payment methods to their account. Follow these steps below to disable work orders from the customer portal

1) Click on the Setup tab up top and then click on Preferences

2) Click on the Customer Portal tab, uncheck the Enable Work Orders checkbox and then click Save



3) Doing so removes the Work Orders tab from the customer portal altogether so the end user will not be able to request service from the customer portal


ABC Company
Simba
Logout
ABC Company
Simba Steckel - 9000
1341 weathervane lane
Akron, OH 44313
(123) 456-7890
essteckel@gmail.com
Edit
Go Green
Auto Pay
Balance Due: $551.29
Open Proposals: 16
Auto Pay:
Salesperson: Brad Solomon
My Time Zone: Eastern Standard Time
Invoices
Proposals
Payment History
CC/eChecks
Documents 2
Accounts
Invoices
Show Paid Invoices
Invoice # | Invoice Date | Due Date | Total Amount | Amount Due
9635 | 05/23/2023 | 06/07/2023 | $0.00 | $0.00
11178 | 02/01/2024 | 03/02/2024 | $151.04 | $81.04
$ Pay It