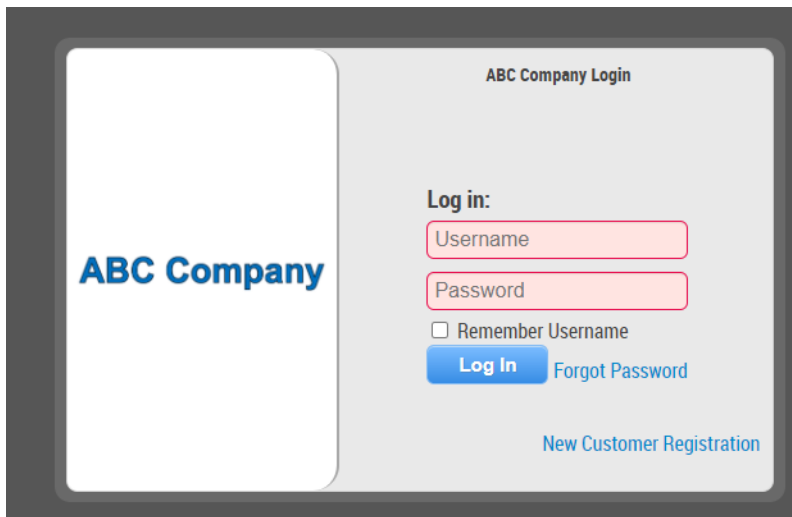


How to Reset a Customer's Password from the Dealers End

07/11/2024 12:06 pm EDT

When Dealer's customers are having issues with their passwords (to log into the customer portal) the end user would need to follow these steps to reset their password.

1. From the home screen click on Forgot Password



ABC Company Login

Log in:

Username

Password

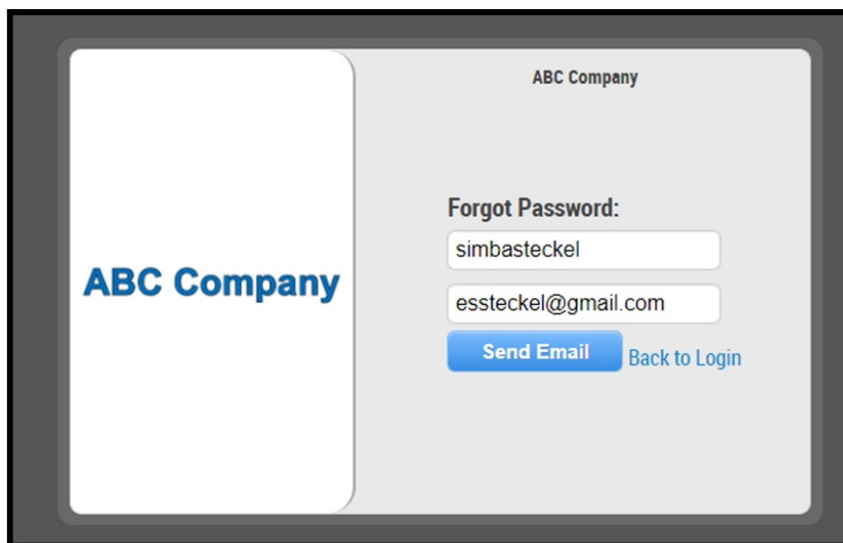
☐ Remember Username

Log In

Forgot Password

New Customer Registration

2. Enter the Username and email address for the Customer Portal User and then push the Send Email button



ABC Company

Forgot Password:

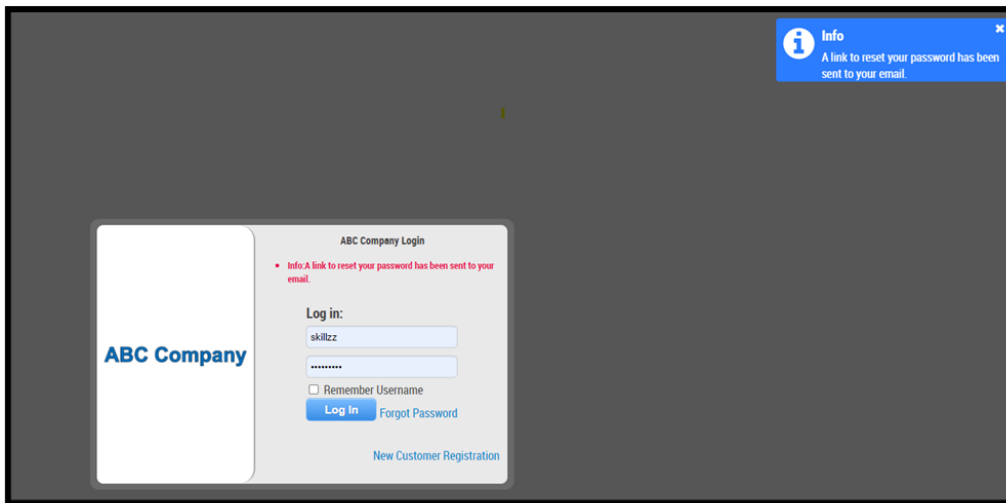
simbasteckel

essteckel@gmail.com

Send Email

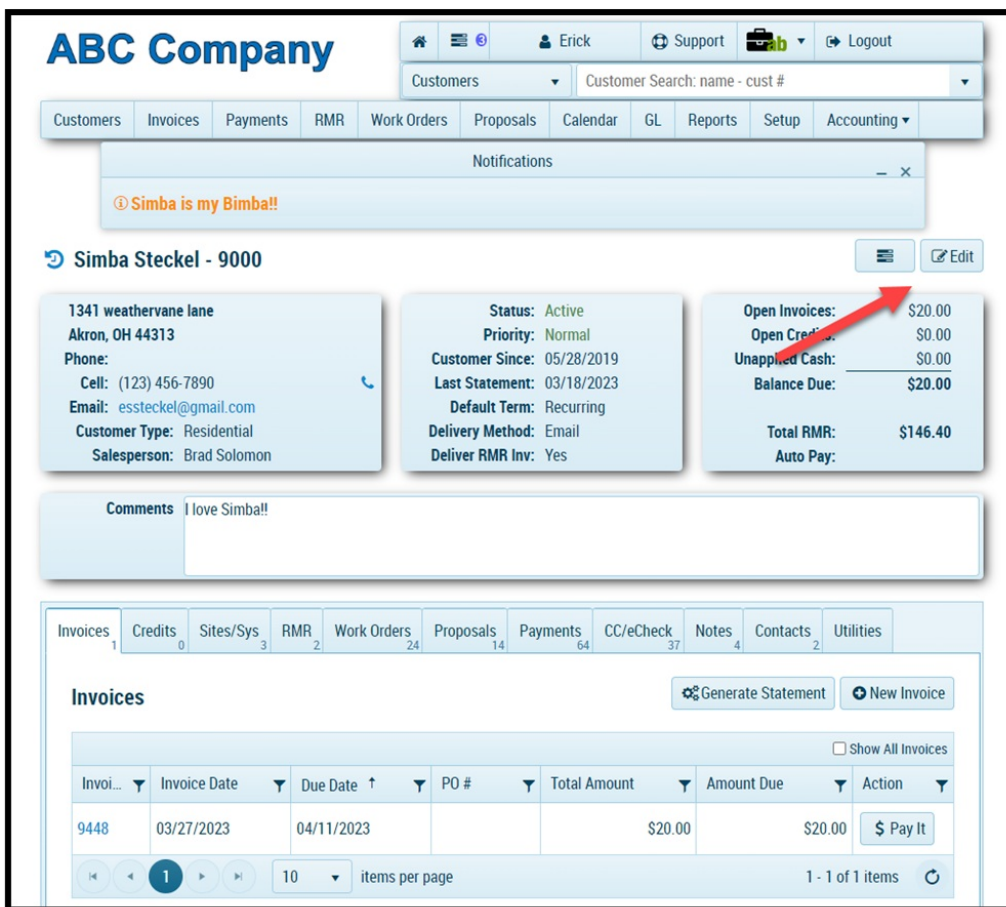
Back to Login

3. A reset link will get sent to the customers email address.



In the event the customer is not receiving the password reset link or is having some other technical difficulties, an Administrative User can reset the password for the customer by doing the following

1. Go into the customers page in question and click the edit button



2. Scroll to the bottom of the page and click the “key” icon

Edit Customer: Simba Steckel Cancel Save

Customer Number: 9000

Business Customer: ☐

Billing Address:

Simba Steckel

1341 weathervane lane

Address 2

Akron Ohio 44313 Plus 4

Phone: ext.

Cell Phone: (123) 456-7890

Email: essteckel@gmail.com

Customer Status: Active

Priority Level: Normal

Customer Type: Residential

Salesperson: Brad Solomon

Default Term: Recurring

Recurring Term: Please Select:

Service Invoice Term: Please Select:

Manual Invoice Term: Please Select:

Master Customer: Select Master Customer:

Delivery Method: Email

Prevent RMR Delivery: ☐ Prevents delivery of recurring invoices.

No Late Fees: ☐ Prevents late fees from accruing.

Late Fee: \$0.00

No Statements: ☐ Prevents statements from generating.

Show Open Invoices: ☐ Displays the open balance on invoices.

Customer Since: 5/28/2019

Customer Users Comments

Customer Users Registration Key: 8F5329 Add Customer User

☐ Show Inactive Users

User Name	First Name	Last Name	Email	
simbasteckel	Simba	Steckel	simba@gmail.com	
nalla@gmail.com	Nalla	Steckel	nalla@gmail.com	

10 items per page 1 - 2 of 2 items

3. AlarmBiller will then ask you “are you sure you want to reset the users’ password click OK

bradssecurity.alarmbiller.com says

Are you sure you want to reset the user's password?

OK Cancel

4. The end-user’s password will be reset to Admin123!

bradssecurity.alarmbiller.com says

The password will be reset to: Admin123!

OK

Notifications



✓ simbasteckel's password has been reset.