

# How to Make a Payment - AlarmBiller

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Below you will find instructions for accessing our online billing portal, where you can view and pay your invoices, as well as update your active payment method.



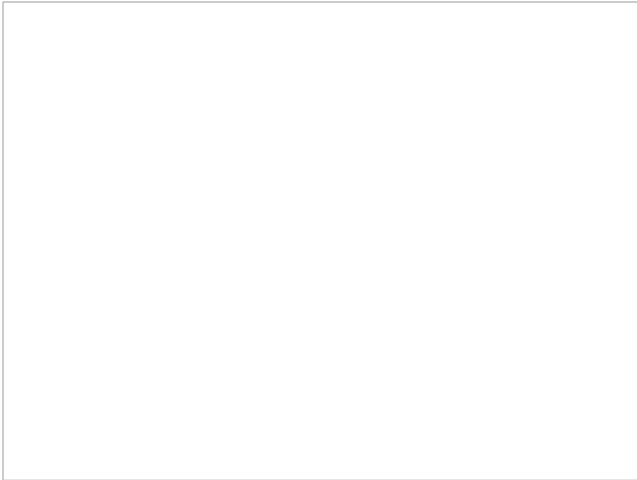
At this point, we recommend opening a private browser before proceeding. Since you will typically be using the same credentials for this portal as for your own instance of AlarmBiller, opening a private browser will ensure you can properly log in to this billing portal.

## How to open a private browser

- Google Chrome – right click the Google Chrome icon and select New Incognito window
- Firefox – right click the Firefox icon and select New Private window

## Creating Your Account

1. Navigate to <https://billing.alarmbiller.com>
2. Click **New Customer Registration** and complete the form
  - If you do not know your customer number, you can reference a previous invoice.
  - The Registration key is included on every invoice, near the bottom of the document.
  - The email address must not be the same email address used for your Dealer account login.



3. Click **Create**
  - You'll be sent an email with a temporary password to the address that was used in the form.
  - Log in with the information provided in the email.
4. Choose a new password and log in again with that password.
5. Read through and accept if you agree to the terms and conditions.
6. This should bring you to the main landing page, where you can interact with your account.

## To Add a Payment Method

1. On the CC/eChecks tab, click the method that you would like to add, and enter the information for your new payment method.
2. Click **Save**.
3. The card will save, and another dialogue box will appear to confirm the information.
  - **To set the payment method to Autopay, simply check the box at the bottom.** This is highly recommended. If you would like the date to be anything other than the 1<sup>st</sup>, please email us at [perennial\\_ar@boldgroup.com](mailto:perennial_ar@boldgroup.com) so we can change the date.

## To Make a Payment

1. Click the Invoices tab and “Pay It” to make a payment on the invoice.

## Troubleshooting

- If you are having trouble logging in to the billing portal.
  - Ensure you have opened an Incognito window (in Google Chrome) or a Private window (in Firefox) when you are attempting to log in at <https://billing.alarmbiller.com>.
- If your autopayments are not processing on the correct date.
  - Contact [perennial\\_ar@boldgroup.com](mailto:perennial_ar@boldgroup.com) to update the autopayment date for your payment method.
- If you forgot your password.
  - Contact [perennial\\_ar@boldgroup.com](mailto:perennial_ar@boldgroup.com) to reset the password.