Add user codes remotely

Important: If you do not see the options outlined on this page, you may not have the required permissions to complete this action.

Please contact your Dealer Administrator for more information.

User codes can be added remotely using the Customer website or Customer app. Depending on the rep login permission level, user codes can also be added using the Partner Portal and MobileTech app.

Note: It is recommended that the panel is disarmed before creating a new user code remotely. Some panels do allow the module to program codes while armed though. For more information about panel compatibility with programming codes while armed, see Configure Scheduled and Temporary panel user codes.

Add a user code

A user code can be added using the Customer website or Customer app.

Expand all

To add a user code using the Customer website:

1. Log into the Customer website.
2. Click **Users**.
3. Click **Add User**.
4. Enter the user's first and last name, then click **Create**.
5. In *Access Code*, enter the desired user code.
   - A new access code can also be generated by clicking **Generate Code**.
6. Click to select which devices and features the user will have access to.
7. Click **Save**. Allow a few minutes for the system to update before testing the new user code.
8. Click **Time** to set which times the user code can access the system.
   - **At all times** - Allows the user to access the system at all times.
   - **Restricted schedule** - Create a weekly access schedule for certain times the user can access the system.
   - **Temporary access** - Create a one-time access window for the user to access the system.
9. Click **Save**. Allow a few minutes for the *Time* settings to save to the system.
10. On the *User Profile* page, update any additional user information:
    - In *Contact information*, click **+ Add Contact** to add the user's contact information.

- Tap **Language Preference** to select the user's language preference, and then tap **Save**.

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To add a user code using the Customer app:

1. Log into the Customer app.
2. Tap ≡.
3. Tap **Users**.
4. Tap ＋ .
5. Enter the user's first and last name, and then tap **Create**.
6. Tap the access code field.

7. In *Access Code*, enter the user's desired code.
8. Tap to toggle the user access to the specified device.
9. Tap **Save**. Allow a few minutes for the new user code to send to the system.
10. If the user should only have access to the devices during specific times, then tap **Time** to select the user's access period to the device. Once the desired access period is selected, tap **Save**.
11. On the *User Profile* page, update any additional user information:
    - In *Contact information*, click **+ Add Contact** to add the user's contact information.
    - Tap **Language Preference** to select the user's language preference, and then tap **Save**.

Manage user codes

User codes can be managed using the Partner Portal or MobileTech app.

To manage user codes using the Partner Portal:

Note: For accounts using Access Control, user codes can only be added using *Log In with Access* or by having the customer log into the Customer website or Customer app. For more information about Log In with Access, see Using Log In with Access.

1. Log into the Partner Portal.

2. Find the customer account.
3. Click **Remote Toolkit**.
4. In *Command Catalog*, click to expand **User Codes**.
5. Click **Manage User Codes and Slot Numbers**.
6. Click **Manage User Codes** to advance to the Customer website's *Users* page. Depending on the rep login permission level, user codes can be viewed and updated on this page.
7. Follow the instructions To add a user code using the Customer Website.

To manage user codes using the MobileTech app:

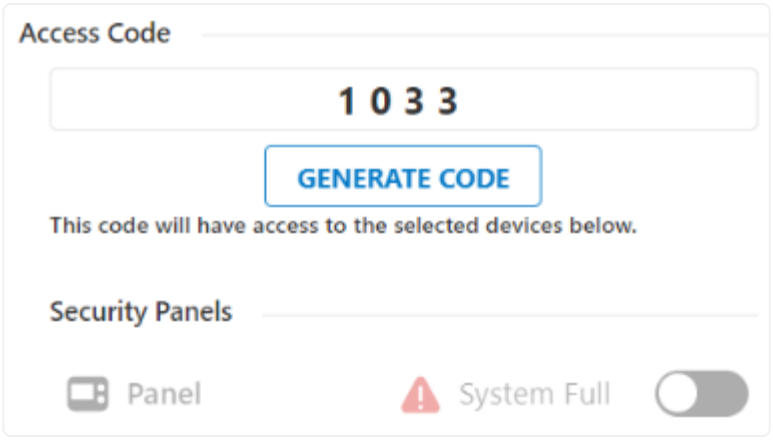
Note: For accounts using Access Control, user codes can only be added using *Log In with Access* or by having the customer log into the Customer website or Customer app. For more information about Log In with Access, see Using Log In with Access.

1. Log into the MobileTech app.
2. Find the customer account.
3. Tap **Remote Toolkit**.
4. Tap ⋯.
5. Tap **Command Catalog**.
6. Tap to expand **User Codes**.
7. Tap **Manage User Codes and Slot Numbers**.
8. Tap **Manage User Codes** to advance to the Customer website's *Users* page. Depending on the rep login permission level, user codes can be viewed and updated on this page.
9. Follow the instructions To add a user code using the Customer website.

What happens when the user code limit is reached?

Once the user code limit has been reached, additional codes cannot be added. Codes must be removed to add more. For more information about user code limits, see User code compatibility by panel.

For single system accounts, *System Full* appears on the *Device Access* page for the user.



For enterprise accounts, the following is an example of the message that appears on the *Access Plans* page: