

# Customer Portal Registration

Protecting your system data in our customer portal is our top priority. The following registration process has been designed to ensure your security.

**Before creating your account ensure you have the following information to hand:**

- Account number
- Either contract or invoice number
- Site monitoring password  
(required for a monitored site)

## 1. Welcome Page

Click on the 'Register' link

## 2. User Registration

Acknowledge that you have read and agree to the 'Terms and Conditions' and 'Privacy Policy'

**I Accept**

## 3. Account Registration

Enter your full name and email address

- Enter your account number and either your contract or invoice number
- For a monitored system you must also enter the site password

**Continue**

## 4. Verify Your Email

Check your email for a verification email

- Click the verification line to activate your account
- Create a password ensuring you follow the onscreen setup guidelines which are there for additional security

**Reset Password**

## 5. Welcome Page

You will be returned to the Customer Portal welcome page

- Enter your email address and the password you have just registered

**Continue**

- Enter your telephone number for a secure verification code to be texted to you

**Continue**

Enter your verification code

- You will now be presented with a recovery code which you should copy and save, once done acknowledge this

**Continue**

## 6. Registration Complete