TABLE OF CONTENTS

SWRCC Online Alarm Monitoring Payment System

For Assistance Regarding:

Your Alarm Monitoring Account: (972) 230-9628
Office Hours: 8:00 am – 5:00 pm   Monday – Friday

FIRST TIME REGISTRATION

If this is the first time you have used the online payment feature, we ask that you register. Registration allows you additional security by changing your password/PIN. You may also change your security question and/or edit your security answer.

Use the **INVOICE NUMBER** located on your current bill and associated with your account number located on top right portion of your bill to access your account the first time. Should you not have a current bill, please contact Alarm Monitoring for assistance. Press the **Continue** button to proceed.

To register, simply follow the steps outlined below:
1. Enter the **Account Number** you wish to register. (See image of bill below to locate your Account Number)

LAST NAME, FIRST NAME
111 NAME STREET
CITY, TEXAS   11111

Invoice: 1111
Act#: 111-0000000-0000
PAST DUE AFTER: DATE

Total Due: Amount

2. Enter your **PASSWORD/PIN** number, your Invoice number. (See image of bill above to locate your Invoice #.) **Please note this password/pin is only for making payments to your alarm monitoring account online and does not affect your monitoring system at your location.**

NOTE: Use the **INVOICE number** associated with your account number located on your bill to access your account the first time.
3. Press the **Continue** button to proceed.
4. Select the "**Set up your password**" option from the **Action to Perform** drop-down list.
5. Enter your Current Password/PIN.
6. Enter your New Password.
7. Confirm your password.
8. Select your security question from the "Security Question Suggestions" drop-down box.
9. Should you not see a question you feel comfortable with, Select the "**Other (please specify).**"
10. In the **Your Security Question** field, type in your own security question.
11. Type in the answer to your security question in the **Security Answer** field.
12. Confirm the security answer.

2

13. It is highly recommended that you provide an email address. This will allow you to receive confirmation of changes to your password/PIN.
14. Press the **Continue** button to proceed.

CHANGE PASSWORD

You may also change your security question and/or edit your security answer. Select the "Change Password" option from the drop-down list to get started. **Please note this password/pin is only for making payments to your alarm monitoring account online and <u>does not</u> affect your monitoring system at your location.**

To edit your Online Account Security, simply follow the steps outlined below:
1. Assure that the Account Number and Service Address displayed on the screen is the account that you wish you apply security changes to.
2. Type in your **Current Password**.
3. Type in your **New Password**.
4. Confirm your **New Password**.
5. Select your security question from the "Security Question Suggestions" drop-down box.
6. Should you not see a question you feel comfortable with, Select the "**Other (please specify)**"
7. DELETE the text in the **Your Security Question** field and type in your own security question.
8. Type in the answer to your security question in the **Security Answer** field.
9. Confirm the security answer.
10. Provide and confirm your email address to receive confirmation of any changes.
11. Press the **Continue** button to proceed.

You will be re-directed to the Home Page if your changes are successful.

Press the **Cancel and Return to Home Page** button to disregard any changes, if you have made any, and to return to the home page. Any changes you have made immediately preceding pressing the **Cancel and Return to Home Page** button will not be saved.

ONLINE ACCOUNT LOGIN

The Online Account Login screen is the initial screen where you will be directed to login to access your account. Should you have forgotten your password, you may click on the **Forgot Password** button.

Accessing your Account for the First Time

To access your account for the first time, use the last invoice number from your current Alarm Monitoring invoice received by mail. It is located on the right top side your bill above your account number. Press the **Continue** button to proceed.

LOGIN

Enter your **Account Number** and the **Password/PIN** associated with the account. Press the **Continue** button to proceed.   **Please note this password/pin is only for making payments to your alarm monitoring account online and does not affect your monitoring system at your location.**

Remember that the password field is **case-sensitive**. If you are having trouble logging in, check your Caps Lock or use the **Forgot Password** button.

If you are still unsuccessful, you will need to contact the Alarm Monitoring Department for help accessing your account.

SWRCC Online Alarm Monitoring Payments

For Assistance Regarding:

Your Alarm Monitoring Account: (972) 230-9628

Office Hours: 8:00 am – 5:00 pm   Monday – Friday

FORGOT PASSWORD/PIN

If you do not remember your password, or if you get the error message "The account number or PIN number is not valid," choose the **Forgot Password/PIN** from the **Action to perform** drop-down box **Please note this password/pin is only for making payments to your alarm monitoring account online and <u>does not</u> affect your monitoring system at your location.**

You will be re-directed to another page after pressing the **Forgot Password** button.
1.   You will need to correctly answer the security question you chose during your initial account registration.
2.   Press the **Continue** button to proceed.

The system will display a red-colored notification stating that "**The online security answer is not correct**" if you have answered incorrectly.

3.   Re-enter the correct answer.

If you do not remember the correct security answer, press the **Cancel and Return to Home Page** button and contact Alarm Monitoring for assistance.

4.   Press the **Okay** button.
5.   You will receive a message box stating, "**Password reset. If you have provided an email address when registering, you should receive an email with the new temporary password.**" Your temporary password will be sent to the email address associated with the utility account.
6.   You will then be re-directed to the login screen.
7.   Check your e-mail inbox for the new password.
8.   You may copy and paste the new password in the **Password/Pin** field.

If you do not remember the correct answer, please contact Alarm Monitoring for assistance.

MAKE A ONE-TIME PAYMENT

You have the ability to make a one-time payment, without registering, by selecting the "**Make a One Time Payment**" from the **Action to perform** drop-down box.

To make a one-time payment, simply follow the steps outlined below:

1. Assure that the Account Number and Service Address displayed on the screen is the account that you wish you make a payment to.
2. Enter the payment amount.
3. Press the **Continue** button.

You will then be directed to a secure page to enter your credit card payment information and billing information.

4. Enter all of the information as requested.
5. If you would like to receive a confirmation by email, enter an address.
6. Click the **Submit** button.

You will receive a confirmation page signifying a successful payment. Additionally, you will see the payment in the **Show Payment History** screen.

Press the **Reset Form** button should you wish to erase all of the information on the Payment Form page.

HOME PAGE

The Home Page option in the **Action to perform** drop-down box simply returns you to the home page which gives you your account at a glance. Should you wish to edit any of the information on the home page, please refer to the respective section.

SHOW PAYMENT HISTORY

Payment History allows you to view all payments and charges for your account in real-time. Your current invoice can be displayed in adobe acrobat by selecting the paper icon at the right end of the row listing your current amount due.

Select the **Home Page** from the **Action to perform** drop-down box to return to the home page.

LOGOFF

Select Logoff From the **Action to perform** drop-down box. The logoff option allows to you safely and securely logoff of your account. It is recommended you logoff prior to closing your browser.

BROWSER REQUIREMENTS

This site works best with the following browsers:

 Microsoft Internet Explorer version 6.0, 7.0, 8.0, 9.0 or Firefox 3.0, 3.5 or Google Chrome 3.0, Safari 5.0. Also, your browser must be enabled for both Java Script and Cookies. To enable your browser for JavaScript or Cookies, please consult your browser documentation.