





enTouch Alarm Portal

Quick Start Guide

The enTouch alarm portal gives you the flexibility to access your alarm information and make changes to contact information, view event history, and more – all from the convenience of your computer or mobile device.

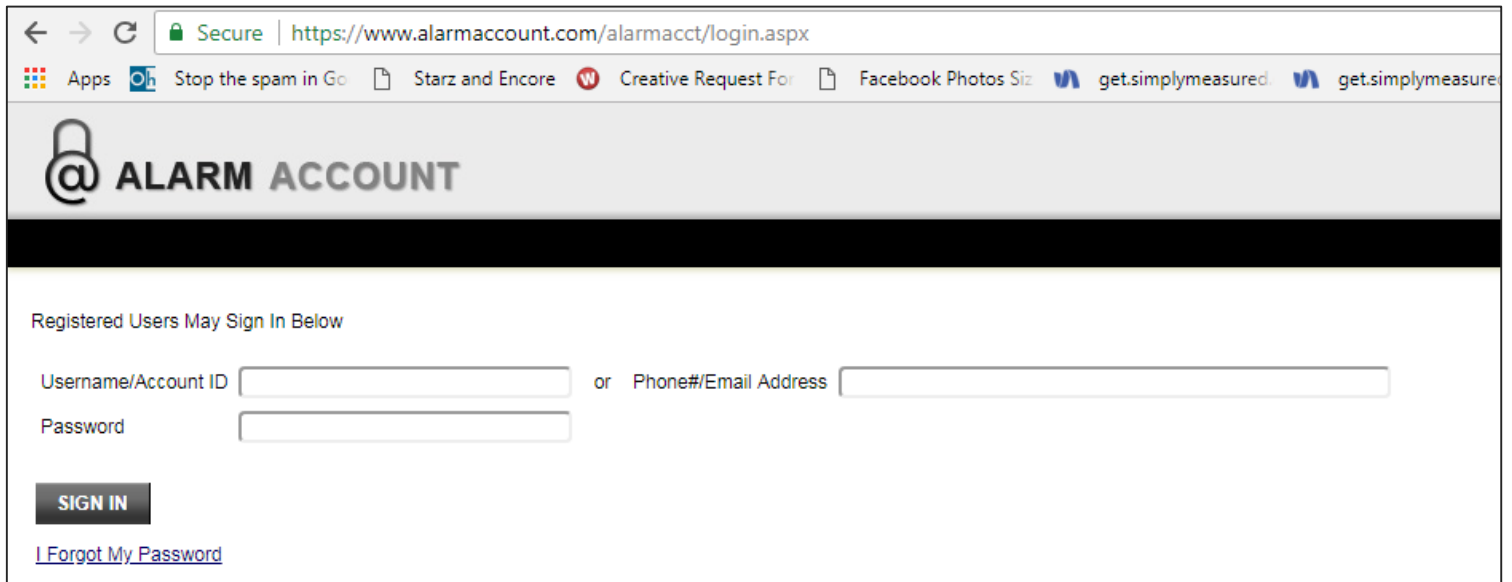
INCLUDED IN THIS GUIDE:

-  Signing In
-  Manage Contact Phone & Email Notifications
-  Change Call Order
-  View Recent Alarm History



Signing In

1. Go to <https://www.alarmaccount.com>.
2. Enter your **CS Account Number** or the phone number that the monitoring station calls for your Username.
3. Enter your **code word** (the password you give the monitoring station) as your password.



The screenshot shows a web browser window with the URL <https://www.alarmaccount.com/alarmacct/login.aspx>. The page features the Alarm Account logo, which consists of a padlock icon with an '@' symbol inside, followed by the text "ALARM ACCOUNT". Below the logo, the text "Registered Users May Sign In Below" is displayed. There are two input fields: "Username/Account ID" and "Phone#/Email Address", separated by the word "or". Below these is a "Password" field. A "SIGN IN" button is located below the password field. A link for "[I Forgot My Password](#)" is positioned at the bottom left of the login area.

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Manage Contact Phone and Email Notifications

1. Once you are logged in, on the home page, click **Emergency Contacts** in the menu on the right hand side of the screen.
2. You can change the contact information for the contacts listed and click **Save**.

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Contacts - ENTOUCH MASCONNECT TEST CS#: ENTOUCHTEST1

Home
Emergency Contacts
Recent History
Sign Out

CONTACTS:

Contact	CS#	Password	Email Address	Phone Number	Phone Type	Addl. Phone	Phone Type	User#
Doe, John	10	1234		555-555-5555	MOBILE		(none)	

SAVE CANCEL

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Change Call Order

1. Click on one of your contacts.
2. To change the order your contacts are called, change the **CS#** to 10, 20, 30, etc. Click **Save Changes**.
3. To change the order the phone numbers listed for a specific contact are called, click on the contact and use the arrows under **Phone Numbers Will Be Called In The Order Listed Below** to move the phone numbers up or down. Click **Save Changes**.

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Contacts - ENTOUCH MASCONNECT TEST CS#: ENTOUCHTEST1

Home Emergency Contacts Recent History Sign Out

CONTACTS:

Contact	CS#	Password	Email Address	Phone Number	Phone Type	Addl. Phone	Phone Type	User#
Doe, John	10	1234		555-555-5555	MOBILE		(none)	

SAVE CANCEL

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Emergency Contact Details - ENTOUCH MASCONNECT TEST CS#: ENTOUCHTEST1

Home Emergency Contacts Recent History Sign Out

Required fields are marked with an asterisk (*)

First Name John Last Name * Doe

Password 1234 Type (none)

CS# 10 User#

Does this Person Have a Key to the Premises? * Yes No

EMAIL ADDRESSES

Email Address

PHONE NUMBERS WILL BE CALLED IN THE ORDER LISTED BELOW:

Phone	Phone Type	Extension
555-555-5555	MOBILE	
	(none)	
	(none)	
	(none)	
	(none)	


SAVE CHANGES CANCEL

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View Recent Alarm History

Once you are logged in, on the home page, click **Recent History** in the menu on the right hand side of the screen.



Recent Event History - ENTOUCH MASCONNECT TEST CS#: ENTOUCHTEST1

	Event Date	Zone	Event	Comment	User#	User
Home	04/06/2018 14:30:21		CODE VERIFIED			John Doe
Emergency Contacts	04/06/2018 14:25:09		CODE VERIFIED			John Doe
Recent History	04/06/2018 14:09:18		CODE VERIFIED			John Doe
	04/06/2018 13:23:01		CODE VERIFIED			John Doe
Sign Out	04/06/2018 13:15:49		CODE VERIFIED			John Doe
	04/03/2018 16:01:20		CODE VERIFIED			John Doe
	03/26/2018 16:50:05		PLACED ON TEST	*Test / Cat: MASWEB System test placed by CS No: ENTOUCHTEST1 Expires: 03/27/2018 00:50:00 All Zones		
	03/26/2018 16:48:38		CODE VERIFIED			John Doe
	03/26/2018 14:50:38		CLEAR TEST	Cat: MASWEB System test cleared by CS#: ENTOUCHTEST1 John Doe		
	03/23/2018 16:17:39		CODE VERIFIED			John Doe
	03/21/2018 11:23:23		CODE VERIFIED			John Doe
	03/09/2018 14:54:04		CANCELED DISPATCH PD			
	03/09/2018 14:54:00		FULL CLEAR	/ FullClear		
	03/09/2018 14:53:57		ALARM ACCESSED			
	03/09/2018 14:53:38		**VFA FROM MOBILE APP**	Auto TT Mar 09, 2018 12:53 / New priority:39 / Alarm# 599754170- Canceled by CS # Entouchtest1 John Doe		
	03/09/2018 14:53:38		CODE VERIFIED			John Doe
	03/09/2018 14:51:37		ALARM ACCESSED			
	03/09/2018 14:51:35	1	BURGLARY -VERIFY	ENTRY DOORS / Manual Entry (Oper MAM)		
	03/09/2018 14:46:58		CODE VERIFIED			John Doe
	03/08/2018 18:47:22		CODE VERIFIED			John Doe

Call enTouch for Service

To contact enTouch for questions about your alarm service, please call 281-225-1000.

If this is in response to an alarm in progress, please call the monitoring station directly at 281-225-1900.

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